KENEXA DESCRIPTION

Title	Questions	Description
.NET Framework	39	This .Net Framework test poses real world questions that are aimed at assessing the skill level in understanding the Microsoft .Net Framework. The exam covers the following areas; .Net Framework - Core Concepts, .Net Framework – Languages, .Net Framework – Data Management, .Net Components - Cross-Language Inheritance, .Net Components - Transactions, .Net Framework Class Library, .Net Framework – Runtime Concepts, and .Net Framework – Security Assessments for .Net Programming - ASP, .Net Programming - C# and .Net Programming - Jscript are also available.
.NET Programming - ASP	41	The .NET Programming - ASP test poses real world questions in order to assess the skill level of the test taker in Microsoft .NET Programming - ASP. Specific topical areas include ASP.NET Installation, Configuration and Optimization; ASP.NET Core Concepts; Forms and HTML Server Controls; Variables, Control Structures, Events, Postbacks; ASP.NET and Variables; Using XML with ASP.NET; ASP.NET and Objects; ASP.NET Server Controls; Reusable Code; ASP.NET Assemblies; and ASP.NET Web Services. This test is intended for those wishing to demonstrate their programming abilities using ASP in the .NET environment. This assessment does not focus on 2.0 features, but includes questions that are applicable for both 1.1 and 2.0. Assessments for .NET Programming - C# and .NET Programming - Visual Basic are also available.
.NET Programming - C#	38	The .NET Programming - C# test poses real world questions in order to assess skill levels of the test taker in Microsoft .NET Programming - C#. Specific topical areas include C#

Language Fundamentals, Programming with C#, Using ADO.NET to Access Objects, Creating Windows Based Applications, Using XML Web Services with C#, and Application Settings and Deployment.

This test is intended for those wishing to demonstrate their programming abilities using C# in the .NET environment as well as a general understanding of .NET itself. This assessment does not focus on 2.0 features, but includes questions that are applicable for both 1.1 and 2.0.

Assessments for .NET Programming - Visual Basic and .NET Programming - ASP are also available.

.NET Programming - C++	39	This test for .Net Programming - C++ poses real world questions in order to assess the test taker's skill level in .Net Programming - C++. This exam covers the following areas; Core Concepts, Development Environment, Compiler, Linker and the C++ Language, Managed C++, Attributes, Types, Wizards, and ActiveX Template Library (ATL).

Assessments for .Net Programming - Jscript, .Net Programming - Visual Basic and for .Net Programming - C# are also available.

.NET Programming - Jscript	40	This test for .Net Programming - Jscript poses real world questions in order to assess pre-employment skill level in Microsoft .NET Programming - JScript. This assessment covers the areas of Core Jscript .Net Concepts; Writing, Compiling and Debugging Jscript .Net Code; Language Features; Displaying Information; Regular Expressions; and Performance.

Assessments for .Net Programming - ASP, .Net Programming - C++ and .Net Programming Visual J# are also available.

.NET Programming - Visual Basic	36	This test poses real world questions aimed at assessing the skill level of the test taker in Microsoft .NET Programming - Visual Basic. It covers the following areas: Program Fundamentals, Data Types and Operators, Program Flow, Exceptions, Classes and

Interfaces, Interfaces, Inheritance, Events, Strings, Functions, Collections, and Program Interaction.

Tests for .NET Programming – Jscript, .NET Programming – ASP and .Net Programming - Visual J# are also available.

.NET Programming - Visual J#	38	This exam poses real world questions to assess pre-employment skill level in .NET Programming – J#. This exam covers the areas of: Web Services, New Syntax Extensions, CodeDOM, COM, Projects, Unsupported .Net Features, Unsupported Java Features, Supported Methods, Security, and Language Support. Tests for .NET Programming - ASP, .NET Programming C# and .NET Programming Visual Basic are also available.
A+	48	This test for A+ is designed to test the skill level and competency of individuals whom posses 1-2 years of desktop support and/or A+ related issues. Questions that compose this test address REAL WORLD issues that take place on a daily basis in work group and/or enterprise environments. Tests for Microsoft Windows XP Technical Skills, Microsoft Windows XP Server Installation Procedures and Network Administration are also available.
ABAP/4 for SAP	25	ABAP/4 is the programming language used to develop and maintain SAP databases. This test is appropriate to administer to those responsible for creating a SAP database, building transactions, or maintaining a custom database. ABAP/4 is not used by end users of SAP databases. This test, therefore, would not be appropriate to administer to a user of SAP, nor an individual solely responsible for maintaining a pre-made SAP database. A test for SAP for Users is also available.

Access Basic 2.0	60	Microsoft Access used the programming language Access Basic until the release of Microsoft Access 97.
		This assessment is an in-depth test of the user's ability to understand Access syntax and programming rules. This test is appropriate to administer to anyone who will be responsible for writing or editing Access modules.
		This test would not be appropriate to measure the ability to use Access or write simple Access Macros (Microsoft Access 2.0 test is designed for this purpose).
		Tests for COBOL and Visual Basic 6.0 are also available.
Accounting Terminology - Advanced	38	The subject being tested is accounting terminology for individuals that are quite familiar with accounting and have worked with client data for at least two years. It is not applicable to individuals who are not familiar with the process of producing a financial statement. The topics covered are financial statement terms, payroll terms, basic accounting terms, and general ledger terms.
		Tests for Accounting Terminology - Basic and Bookkeeping - Professional are also available.
Accounting Terminology - Basic	17	The subject being tested is accounting terminology for individuals that are familiar with accounting and have worked with client data for at least a year. It is not applicable to individuals who are not familiar with the process of producing a financial statement. The topics covered are financial statement terms, payroll terms, basic accounting terms, and general ledger terms.
		Tests for Accounting Terminology - Advanced and Bookkeeping - Professional are also available.
Accounts Payable	36	This test aims at assessing the skill level of an Accounts Payable candidate. It addresses the following accounts payable functions; bookkeeping, cash flow, accounting procedures and

practices, reports reconciliation, invoice handling, cash management, generating reports, and maintaining master vendor files, among others.

This test is appropriate to administer to accounts payable staff.

Tests for Accounts Receivable and General Accounting are also available.

Accounts Receivable   38

The Accounts Receivable test is designed to evaluate the efficacy of the test taker in performing Accounts Receivable functions. The test primarily focuses on calculating fees, ethics, types of payments, regulatory agencies and currency exchange.

This test is appropriate to administer to only those people who have either worked in the field or have been exposed to Accounting through education.

Assessments for Accounts Payable and Bookkeeping are also available.

ACT! 2000 for Administrators   54

ACT! 2000 is a multipurpose contact database management system. Functions include record storage, retrieval, sorting, grouping, reporting as well as four methods of correspondence. This test is geared toward the ACT! 2000 administrator and is intended to gauge the skill level of such. The test includes basic, intermediate, and advance level questions.

Assessments for Act! 2000 for Developers and Act! 2000 for Users are also available.

ACT! 2000 for Developers   38

The Act! 2000 for Developers test is intended to gauge the working knowledge of the test taker in developing ACT! 2000. The test covers such topics as database fields, layout design, automating ACT!, customizing ACT!, conducting queries and the use of templates. The test contains basic, intermediate and advanced level questions dispersed evenly throughout these topical areas.

Assessments for ACT! 2000 for Users and ACT! 2000 for Administrators are also available.

ACT! 2000 for Users	40	The ACT! 2000 for Users test is intended to gauge the working knowledge of the test taker in using ACT! 2000. The test covers such topics as database fields, lookups, the use of reports, contacts, and preferences among several additional subject areas. The questions are dispersed between basic, intermediate and advanced levels evenly throughout these topical areas.

Assessments for ACT! 2000 for Developers and ACT! 2000 for Administrators are also available.

Active Directory	70	The Active Directory test aims at assessing the knowledge of the test taker in working with Active Directory. The topical areas covered include implementing and administering Active Directory DNS, planning and installing domains, user and group administration, Active Directory delegation of administrative control, GPO implementation, security and environmental control and publishing resources.

Tests for ActiveX, .Net Framework and Network Administration are also available.

Active Server Pages	35	Active Server Pages (ASP) is Microsoft's platform for delivering highly powerful, scalable, and dynamic web-based applications. The ASP test covers knowledge related to this technology such as: VBScript, Client-Side JavaScript, ASP Components, HTML, ANSI SQL, and Data Access. Knowledge of all of these areas are necessary for using ASP.

This test is intended for programmers and developers who produce web-based applications in ASP. As a basic test, this tool is an accurate indicator of ASP-related knowledge.

NOTE: ASP.NET is a newer version of ASP. This test DOES NOT cover any aspect of ASP.NET or any comparisons between ASP.NET and ASP. Programmers and developers in ASP.NET should take an ASP.NET test, not this one.

ActiveX	45	ActiveX is a term applied to a collection of technologies that facilitate communication between software components on a Windows95 computer. Among the range of features that ActiveX offers is communication between a browser and software on your local computer. This test is appropriate for Active X developers.
		Assessments for Active Server Pages and HTML Developers are also available
Adabas DBA	40	This test is designed to evaluate an ADABAS Database Administrator (DBA) in regard to their working knowledge of database administration. It is intended to expose the level of understanding of those skills that are most often employed on the job. The test addresses most of those areas of knowledge that are required in the course of a DBA's daily duties.
		Assessments for DB2 5.x DBA and Sybase DBA are also available.
Adabas Natural	42	Natural Adabas is a programming language and database software product aimed at providing business solutions for large organizations. The ease of development is through the English-like statements that make up the syntax for Natural.
		This test is appropriate for analysts/programmers, developers, analysts/designers and Team Leads. It covers general information on all aspects of Natural and Adabas. Some of the questions require in-depth knowledge of the product. Those questions have been marked accordingly. The candidate's knowledge of the entire system will be tested by this evaluation.
		Assessments for Adabas DBA and Adabas Programming are also available.
Adabas Programming	40	ADABAS, from Software AG, is a multi-threaded database management system specially designed for complex integration. It delivers unparalleled performance and offers features supporting continuous operation. It is used for various types of applications across many branches of industry. Adabas-based applications do have one common denominator though: all of them depend on the outstanding reliability, the high availability and the extraordinary performance of the underlying database.

This test covers all the main areas of ADABAS among them; SQL Programming, Data manipulation and retrieval, Transactions, System Tables, Authorization, Data Definition, Queries, and Restrictions. The test contains questions possessing differing complexities that are sufficient to evaluate an experienced developer. 50% of the questions fall under the Basic category, 30% are Intermediate and the remaining 20% fall under the advanced category.

Assessments for Adabas Natural and Adabas DBA are also available.

Administrative Selector	56	**Achiever** - An internal drive to be busy, active and getting things done. **Performance Orientation** - A perception and objectivity concerning results and the bottom line. **Pride** - A feeling of importance, self-satisfaction and self-worth resulting from certain achievements. **Relator** - Able to establish a high, ongoing rapport. Relationship building aptitude. **Responsibility** - A person's feeling of psychological ownership for their work and their behavior. **Service** - Evidence of a value system, especially related to family, work, and rightness. Actively strives to provide excellent service and to do what is "right" for the customer. **Team** - The ability to build mutually supportive relationships with co-workers. **Work Orientation** - The ongoing need to rehearse and review work-related activities. A self-starter.
Administrative Selector (French Canadian)	56	**Achiever** - An internal drive to be busy, active and getting things done. **Performance Orientation** - A perception and objectivity concerning results and the bottom line. **Pride** - A feeling of importance, self-satisfaction and self-worth resulting from certain achievements. **Relator** - Able to establish a high, ongoing rapport. Relationship building aptitude. **Responsibility** - A person's feeling of psychological ownership for their work and their behavior.

Service - Evidence of a value system, especially related to family, work, and rightness. Actively strives to provide excellent service and to do what is "right" for the customer.
Team - The ability to build mutually supportive relationships with co-workers.
Work Orientation - The ongoing need to rehearse and review work-related activities. A self-starter.

Administrator Selector	82	In addition to predicting overall job success, the **Principal Selector** also provides an individual profile of each candidate's likely strengths and "soft spots" in terms of the following competencies:

- **Adaptability**. A natural ability to easily and comfortably handle change.
- **Assertiveness**. A need to make things happen, to take charge and move others to action.
- **Positivity**. Consistently upbeat and optimistic during times of stress and adversity. Has the ability to keep the students, parents, and staff positive and productive.
- **Empathy**. The ability to accurately perceive and care about the thoughts and feelings of another person.
- **Developer**. A capacity for finding significant satisfaction from the growth and success of the people with whom one associates.
- **Relator**. A need to develop interpersonal connections with others and an ability to be viewed as very caring.
- **Arranger**. An ability to see past the problems and spontaneously focus on the opportunities with situations and students.
- **Problem Solver**. Characterized by an inquisitive mind and a natural problem solving ability.
- **Responsibility**. A natural capacity for taking psychological ownership for one's work, one's commitments, and one's word.

Adobe Acrobat 6.0 Standard	20	Adobe Acrobat can convert standard documents into an Adobe Portable Document Format (PDF). Adobe PDF documents preserve the original document's look and feel.

This assessment focuses on common tasks utilized in creating and viewing PDF documents.

| **Adobe Acrobat 7.0 Standard** | 44 | The Adobe Acrobat 7.0 Standard assessment will determine a test taker's level of knowledge using Adobe Acrobat 7.0 Standard software for Windows. These questions ask about simple ways to create and share secure and reliable Adobe PDF documents. Test takers should know how to generate Adobe PDF files in a variety of ways, and understand how to take advantage of tools for sharing information, commenting on electronic files, and creating PDF documents.

An assessment for Adobe Acrobat 6.0 Standard is also available. |
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| **Adobe Illustrator CS** | 44 | The test for Adobe Illustrator CS is a broad general test for people with about one year's experience through expert users. This test would be appropriate for business owners who are screening potential employees for their skill level, or for schools who need to know a student's proficiency for placement in classes. There are three types of questions: Graphics, Typography and Output.

Assessments for Adobe Photoshop CS and Adobe InDesign CD are also available. |
| **Adobe InDesign CS** | 50 | The test for Adobe InDesign CS is a broad general test for people with about one year's experience through expert users. The test would be appropriate for business owners who are screening potential employees for their skill level, or for schools who need to know a student's proficiency for placement in classes. There are five types of questions: Pages, Typography, Graphics, Typography with Graphics, and Output.

Assessments for Adobe Photoshop CS and Adobe Illustrator CS are also available. |
| **Adobe InDesign CS2** | 37 | Adobe InDesign CS2 is the layout and desktop publishing arm within the Adobe Creative Suite. This assessment will determine a test taker's level of knowledge using InDesign CS2 for basic functions such as creating a new document to more advanced functions. Topics include Layout, Typography, Preparation for Printer, Interactive, and Objects. Most of the |

questions are based on scenarios encountered as a Production Artist or Graphic Designer. While a Mac was used to generate the images, the assessment is applicable for both Mac and PC users.

Assessments for Adobe Illustrator CS and Adobe PhotoShop CS2 are also available.

Adobe Pagemaker 6.5	30	Adobe PageMaker 6.5 is a graphics application that was formerly made by Aldus. This test is designed to test clerical or entry level test takers on the use of basic Adobe PageMaker functions. Please be aware that this application only tests the user's ability to use the commands in Adobe PageMaker. It does not test the user's creative ability. Assessments for Adobe Photoshop 5.5 and Corel Presentations 9.0 are also available.
Adobe Photoshop 5.5	30	The Photoshop test is designed for individuals working in the field of Desktop Publishing. The test covers such topical areas as layer creation and manipulation, color usage, sizing and blurring among others. Assessments for Adobe PageMaker 6.5 and Corel Presentations are also available.
Adobe Photoshop CS	48	The test for Adobe Photoshop CS is a broad general test for people with about one year's experience through expert users. The test would be appropriate for business owners who are screening potential employees for their skill level, or for schools who need to know a student's proficiency for placement in classes. There are four types of material covered: Tools, Transformations, Adjustments, and Color. Assessments for Adobe Illustrator CS and Adobe InDesign CS are also available.
ADP - Payroll	40	ADP - Payroll puts a comprehensive and easy-to-use payroll solution right on the company PC - and supports you with industry-leading software and the system support specialist, allowing the employer to run the payroll process from the company office. ADP payroll

processes what the company transmits to them as a matter of payroll information, such as hours worked, payroll periods and employee information in order to generate checks, payroll taxes reports and payroll forms.

The ADP Payroll Knowledge test focuses primarily on running the ADP payroll system. Those using ADP Payroll should know principles of payroll, such as wages calculation, methods of payments, payroll deductions, statutory and voluntary deductions, tax depositing and filing and year end reporting in addition to the ADP system.

This test is appropriate to administer to people with one or two years experience in payroll and knowledge of ADP Payroll for Windows functions. With some experience in filing and depositing taxes, labor laws, including but not limited to wages compensation, anybody can run successfully the ADP Payroll system from start a new cycle to year end reports.

Tests for General Accounting and Bookkeeping are also available.

Advanced Accounting	46	The Advanced Accounting test is designed to screen applicants of approximately three to five years experience in accounting. It covers the areas of Accounts Payable, Accounts Receivable, Payroll, General Ledger, Financial Analysis, Cost Accounting, and Auditing. Without focusing on a specific software package, the test attempts to focus upon skills used by an accountant in the work environment, and less on the general ledger equivalent of each entry that one would find in an academic test.

Assessments for General Accounting and General Ledger are also available. Please see our entire Accounting Skills Package for additional tests that may fit your needs.

Advanced Spelling	50	The Advanced Spelling test measures the test taker's ability to spell correctly. The test taker is asked to identify whether a word is spelled correctly and, if this is not the case, requested to correct those words. This test is designed for clerical workers and administrative assistants whose position requires the ability to spell accurately.

Assessments for Filing by Name and Following Written Instructions are also available.

AION Programming	60	AION is a development environment for intelligent components. It supports rule based programming, object orientation and meta programming.

The purpose of this assessment is to measure basic, intermediate and advanced levels of AION programming abilities. The test covers AION methodology, rule-based inferences, creating a user interfaces, logic, decision tables, as well as applications. The test is appropriate for programmers and developers who will be using AION for development and maintenance.

Assessments for C++ Programming and DB2 DBA are also available.

Analytical Skills	26	The Analytical Skills test focuses on evaluating the cognitive skills that are traditionally considered analytical. Such skills include determining the next in a sequence, identifying differences, drawing comparisons, visualizing written cues, as well as delineating between linear relations.

Assessments for Following Written Instructions and Math Word Problems are also available.

ANSI SQL	49	This test is intended to gauge the working knowledge of the test taker in ANSI SQL. The test covers such topics as SQL queries, data modeling, data definition, retrieving data, data modification, views as well as the basic rules of ANSI SQL. The questions are dispersed between basic, intermediate and advanced levels throughout these topics.

Assessments for Data Communications Concepts and Data Warehousing Concepts are also available.

Apache Web Server	49	This test for Apache Web Server addresses such topics as setup, configuration, functions, troubleshooting, and logging. This test is appropriate for anyone required to work with

Apache Web Servers.

Assessments for Netscape Webserver and HTML Webmaster are also available.

AppleTalk   50   The AppleTalk test is designed to measure a user's ability to manage and repair AppleTalk computer networks. Since troubleshooting and fault correction require a good working knowledge of the normal and proper operation of a system, this test includes questions on general principles, theory, specifications, and troubleshooting methods.

Assessments for AppleTalk Networks and Macintosh Technician are also available.

AppleTalk Networks   38   The AppleTalk Networks test covers AppleTalk networking protocols and troubleshooting of AppleTalk networks. The test is appropriate for individuals who work with AppleTalk Networks, such as individuals who administer or setup AppleTalk networks with multiple zones, routers, or a mixed environment of AppleTalk Phase I and Phase II networks. The test questions range from basic to advanced levels of knowledge.

Assessments for AppleTalk and Macintosh Technician are also available.

AS/400 Operations   42   IBM AS/400 is a midrange computer system used primarily for running business applications for small to mid-sized companies. RPG and COBOL are the common languages used for writing applications for the AS/400. This test is designed to evaluate one's technical knowledge of the AS/400 in the areas of Operations, Security Administration and using Control Language for operating system releases V3R7 to V4R2.

Assessments for CICS/COBOL and COBOL for Year 2000 Programmers are also available.

Assembler   40   Assembler for 386+ CPU's is a hardware specific programming language used to get greater speed, to reduce the size of bootstraps or embedded systems, as well as to get greater control of I/O or systems structures. This test is designed to measure the programming skills

of an Assembler programmer of any subfield of 386+ Assembler.

An assessment for Assembler for IBM Mainframes is also available.

Assembler for IBM Mainframe	36	Assembler is typically used in the IBM mainframe for business and scientific applications. This test focuses on the use of Assembler on IBM mainframes specifically and is appropriate to administer to those that have done some programming with Assembler. The level of questions range from beginner to advanced. An assessment for Assembler is also available.
Assembly and Matching	40	This test for Assembly and Matching covers such skill sets as knowing the use of specific tools, assembling products, matching geometrical figures, as well as determining the knowledge of the tools or machinery to be used in a given job. This assessment also covers general areas of knowledge such as identifying different parts of industrial machinery and naming tools. It is appropriate to administer this test to anyone looking for a position in the industrial field. Assessments for Finish Carpentry as well as General Maintenance are also available.
Asset Protection Management	110	In addition to predicting overall job success, the **Asset Protection Management Selector** also provides an **individual profile** of each candidate's likely strengths and "soft spots" in terms of the following competencies:

- **Experience.** Quantity and quality of school and work history.
- **Leadership.** Self-confident, assertive, extraverted and energetic. Comfortable with leadership responsibility.
- **Organization.** Planning and goal-oriented. Neat, orderly. Attentive to details. Personally accountable and compliant with authority.
- **Situational Savvy.** Practical problem solving abilities in challenging asset protection situations with customers and employees.

- **Stress Tolerance.** Satisfied with life. Even-tempered; calm in difficult situations. Able to depend on others. Self-controlled.

Auditing	40	This test for Auditing covers such topical areas as how to pick a client, auditing clients, using professional standards, employing review procedures, and assessing inherent risk. This assessment is appropriate to administer to someone serving in an auditing capacity.
		Assessments for Business Income Tax and for Corporate Tax Accounting are also available.
AutoCAD 11	42	AutoCAD 11 is one of the first major CAD programs for personal computers and rapidly became an industry standard. The package is generally used by engineers and architects. This test covers such application knowledge as properties, layer colors and names, circle creation, and dimensions, among others. It is appropriate to administer this test to an AutoCAD 11 user.
		Assessments for AutoCAD 14 and AutoCAD 2000 are also available.
AutoCAD 14	53	AutoCAD 14 is one of the first major CAD programs for personal computers. The package is generally used by engineers and architects. This test covers such application knowledge as properties, layers colors and names, object and grid snap and dimension issues. This test is appropriate for AutoCAD 14 users.
		Assessments for AutoCAD 11 and AutoCAD 2000 are also available.
AutoCAD 2000	57	AutoCAD 2000 is a drawing and design software used by many industries. This exam is intended to assess the knowledge and skill level of the individual trained to use AutoCAD 2000 software. The test covers such topics as the AutoCAD graphics window, drawing settings, coordinate entries, editing objects, assigning attributes and using xrefs.

Assessments for AutoCAD 11, AutoCAD 14 and AutoCAD 2004 are also available.

AutoCAD 2004	40	The AutoCAD 2004 test is designed to be administered to those with a minimum six months of AutoCAD 2004 experience. The test covers areas ranging from command functions, drawing customization, dimensioning, drawing techniques, design intent, scenario type questions, and finally, new AutoCAD 2004 features.
		Tests for AutoCAD 2000 and AutoCAD 14 are also available.
AutoCAD 2006	39	AutoCAD 2006 is a computer aided drafting program. The AutoCAD 2006 assessment measures the test taker's knowledge in 2 Dimensional Drafting, 3 Dimensional Modeling, File/Document Management, Basic Knowledge, and New Tools & Functionality for AutoCAD 2006.
		Assessments for AutoCAD 2004 and AutoCAD 2000 are also available.
Bank Teller	66	In addition to predicting overall job success, the Bank Teller Selector also provides an individual profile of each candidate's likely strengths and "soft spots" in terms of the following competencies:

In addition to predicting overall job success, the Bank Teller Selector also provides an individual profile of each candidate's likely strengths and "soft spots" in terms of the following competencies:

Achiever - A need to be active and involved and strives to get things done.
Agreeableness - Exemplifies very amiable and cooperative individuals who have a sincere regard toward creating positive experiences with others.
Assertiveness - Characterized as being very straightforward in one's vocalization and behaviors.
Focus - Involves a strong concentration toward meeting both short and long-term goals in a very timely and thorough manner.
Math/Verbal Reasoning - Characterizes fluidity in both thinking and verbalizing quantifiable or numerical information.
Relator - Described as being very understanding and congenial and naturally develops interpersonal connections with a variety of people.

Responsibility - A natural capacity for taking psychological ownership for one's work, one's commitments, and one's word.
Stability - A subtle level of confidence in oneself and a sense of security to explore new situations, thus allowing personal growth and optimism.

Bank Teller Skills	40	This skills evaluation was designed for bank teller candidates with varying levels of experience, from basic teller skills to advanced banking product knowledge. The subject matter covered by this exam is predominately technical, including knowledge of basic transaction processing, teller accounting, government regulations in the banking industry, and core bank product knowledge. The majority of the questions are answerable by candidates with about 1 year of teller experience, while the remaining minority of the questions should distinguish the more experienced candidates. Assessment for Financial Math, Basic Bank Teller Skills and Financial Spelling are also available.
Basic Arithmetic	40	The Basic Arithmetic test aims at assessing the test takers ability to manage basic mathematical calculations and estimations. The topics covered include adding, subtracting, rounding, estimating sums and estimating differences. This test is appropriate to administer to applicants that will be required to conduct basic mathematical reasoning and calculations on the job. Paper and pencil may be considered appropriate to provide test takers while administering the test. Tests for Basic Office Skill and Basic Warehouse Knowledge are also available.
Basic Bank Teller Skills	38	This Basic Bank Teller skills test is aimed at assessing the skill level of an early-career (less than two years experience) bank teller. The test addresses most aspects of banking including money recognition, customer privacy, basic math, communication, and customer service.

Tests for Bank Teller Skills (aimed at mid-career bank tellers with 2+ years experience) and Financial Math are also available.

Basic CNC   41

The Basic CNC test aims at assessing the skill level of the test taker in Basic CNC applications. The test is comprised of several different topics ranging from safety, programming abilities and general knowledge of CNC operations and is aimed at those with at least one year experience in the field.

Tests for Basic Industrial Skills and General Maintenance are also available.

Basic Computer Terminology   33

This test Basic Computer Terminology is intended for basic computer users. The general topics covered include the Internet, Office Packages, Windows, Networking, Hardware, and Licensing. Someone who has used computers should be able to score reasonably well on this test. Someone who is unfamiliar with computers will have trouble with this test. This test is not intended to measure someone's skill with the computer, rather that they know and recognize key computer concepts and terms.

Assessments for Computer Literacy and Internet Basics are also available.

Basic Electronics   30

This test covers knowledge of basic electronics. Topics included are resisters, capacitators, circuits, and electronic theory among others. The questions contained within this test vary between basic, intermediate, and advanced difficulty levels in order to accurately assess the level of experience and understanding displayed by the test taker. Assessments for Electronic Schematics Resistor Color Code are also available.

Basic Industrial Math   30

The Basic Industrial Math test is appropriate for individuals that have completed high school (or equivalent) and have at least one year of industrial work experience. It is advised that a calculator be made available. The questions focus on general arithmetic skills as well as

math use in industrial setting applications. For a more basic math test, see the test entitled Basic Arithmetic.

Assessments for Basic Industrial Skills, Basic Warehousing Knowledge, and Unit Conversion are also available.

Basic Industrial Skills	25	The Basic Industrial Skills test is composed of questions related to ethics/conduct, English knowledge, safety and math. This test is geared towards individuals in low level industrial positions like basic warehousing, assembly line and food production workers.

A test for those just entering the industrial setting is offered. This test is entitled "Entry Level Industrial Skills" and should be used in cases in which the test taker has yet to work in an industrial environment.

Assessments for Basic Industrial Math and Basic Warehousing Knowledge are also available. |
| **Basic Injection Molding Skills** | 30 | The Basic Injection Molding test covers techniques of injection molding as well as industry standards and work related terminology. Specific areas of knowledge tested include identifying machine parts, machine maintenance, operation of press, mold design, math skills, material handling and nomenclature, among others. The test is intended to identify the skill level of the test taker. To that end, questions are presented at varying levels of skill and are denoted as basic, intermediate and advanced. |
| **Basic Litigation Knowledge** | 38 | This test for Basic Litigation Knowledge is geared towards those working in the litigation field as paralegals or legal assistants. The test covers basic terminology as well as scenarios in which knowledge of court proceedings, preparation of legal documents, effective modes of research, legal writing and ethics are encountered and assessed.

Tests for Legal Assistant and Legal Staff Skills are also available. |

Basic Numeric Conversion	26	The following test, entitled Basic Numeric Conversion, is a multiple choice test aimed at assessing the test taker's grasp of basic numeric conversion. Such topical areas included are percentage/decimal conversions, numeric/word conversions, monetary conversions and standard notation conversions. Tests for Basic Industrial Math Skills and Basic Warehousing Knowledge are also available.
Basic Office Skills	47	The Basic Office Skills test measures basic math and verbal skills. Topics include Basic Math (adding numbers, subtracting fractions), Business Math (business related word problems), Filing Skills (recognizing alphabetical order), Grammar, and Spelling. This test is designed for job candidates who need basic math and verbal skills in order to perform their job successfully. Assessments for Basic Computer Terminology, Numeric Filing, Basic Spelling, and Office Grammar and Spelling are also available.
Basic Office Skills [No Math]	26	The Basic Office Skills [No Math] test measures basic verbal skills. Topics include Filing Skills (recognizing alphabetical order), Grammar, and Spelling. This test is designed for job candidates who need basic verbal skills in order to perform their job successfully. Assessments for Basic Computer Terminology, Numeric Filing, Basic Spelling, and Office Grammar and Spelling are also available.
Basic Office Skills [No Verbal]	21	The Basic Office Skills [No Verbal] test measures basic math skills. Topics include Basic Math (adding numbers, subtracting fractions) and Business Math (business related word problems)This test is designed for job candidates who need basic math skills in order to perform their job successfully. Assessments for Basic Computer Terminology, Math Word Problems, and Basic Arithmetic are also available.

Basic Reading Comprehension	30	The Basic Reading Comprehension test examines the test taker's ability to draw important information from written material. Test takers are asked to read text passages and answer questions, identify words based on how they are used in a sentence, and determine whether a statement is a fact or an opinion.

This test is designed to be administered to applicants for positions where the need for a demonstrated ability to understand basic written information is important.

Tests for Punctuation, Office Grammar and Spelling, Vocabulary, and English as a Second Language are also available. |
| **Basic Ruler Reading** | 20 | The Basic Ruler Reading test is designed to evaluate basic skills in the use of reading a standard ruler. Topics include reading measurements in quarters, halves, eighths, and sixteenths.

For a more difficult ruler reading test, consider evaluating the English Ruler Reading, which incorporates the ability to add and subtract fractions.

Assessments for English Ruler Reading, Metric Ruler Reading and Weights and Measures [Standard and Metric] are also available. |
| **Basic Spelling** | 50 | The Basic Spelling test measures the test taker's ability to spell correctly. The test taker is asked to identify whether a word is spelled correctly and, if this is not the case, requested to correct those words. This test is designed for clerical workers and administrative assistants whose position requires the ability to spell accurately.

Assessments for Advanced Spelling and Following Written Instructions are also available. |
| **Basic Warehouse Knowledge** | 37 | The Basic Warehouse Knowledge test is designed for general warehouse workers. This test covers topics such as the loading and unloading of trucks and railcars, as well as checking and prioritizing incoming and outgoing loads. |

Assessments for Assembly and Matching, Counting, and General Maintenance are also available.

Basic Wireless Communication	39	The Basic Wireless Communication test will test the fundamentals in Cellular Systems, Cellular Devices, Wireless Networks, Satellite Systems, and RF (Radio Frequency) Systems. The focus is for individuals with 0-1 years wireless experience.
Bloodborne Pathogens - Infection Control	40	This test covers the various details regarding OSHA's Bloodborne Pathogens Standard Title 29 CFR 1910.1030. It reviews information and steps necessary to protect workers whose jobs put them at a reasonable risk of coming into contact with blood and other potentially infectious materials (OPIM). This test applies to all employees whom may be exposed to blood or OPIM as part of their job duties. Tests for Healthcare Industry Terminology, Medical Assistant, and Registered Nurse are also available.
Blueprint Reading	40	This test covers the test taker's knowledge of non-specific-trade blueprint reading and blueprint symbols. It has a general focus on the construction trades and the blueprints typically associated with construction projects. It contains illustrations that primarily refer to residential construction projects that allow test takers to be assessed on their ability to visually understand the layout and symbols associated with residential construction drawings. It also evaluates the test taker's comprehension of some line types used on construction drawings. The test is appropriate for test takers whose primary tasks include the construction and/or maintenance of residential structures that require frequent referral to a set of blueprints reflecting the desired outcome of the architect or engineer. Assessments for Home Inspection Skills and Finish Carpentry are also available.

| **Bookkeeping** | 40 | The Bookkeeping test measures clerical level bookkeeping skills. Among the topics herein are basic bookkeeping principles, including debits and credits, assets, liabilities and balancing petty cash. |

The Bookkeeping test measures clerical level bookkeeping skills. Among the topics herein are basic bookkeeping principles, including debits and credits, assets, liabilities and balancing petty cash.

This test is designed for clerical workers and administrative assistants who do some bookkeeping as part of their job responsibilities. The Bookkeeping test is not designed to test full charge bookkeepers. To assess the skills of full charge bookkeepers, please see the Bookkeeping - Professional test.

Assessments for Financial Math and Financial Spelling are also available.

Bookkeeping - Professional   25

This test for Professional Bookkeepers is aimed at testing traditional professional Bookkeeper skills. Professional Bookkeepers, as conceived here, manage all the accounting activities of a small business including but not limited to; paying bills, invoicing customers, depreciation, payroll and preparing financial statements.

The Professional Bookkeeping test was designed to identify the extent of accounting knowledge sufficient to perform in a Professional Bookkeeping capacity.

Assessments for Financial Math and General Bookkeeping are also available.

Borland C++ Builder   50

C++ Builder is a visual Rapid Application Development environment using the C++ programming language. C++ Builder uses a component-based technology to provide ease of use, reusability, and extensibility to the task of creating Microsoft Windows modules and applications while using full C++ programming language with a few well-defined extensions for RAD development. This test measures those skills most important in using, understanding and programming with C++ Builder.

An assessment for C++ Programming is also available.

| **BroadVision** | 46 | BroadVision provides a complete line of Internet software products and services for enabling large-scale Net business. This test covers such topics as installation, server-side JavaScript, database administration and schema, server programming, and competent programming. It is appropriate to administer to those required to work with the technical aspects of BroadVision. This test should not be given to casual users of BroadVision.

Please see the myriad of additional TechTest offerings that will fulfill all of your testing needs. |
| **Budget Aide Skills** | 40 | The aim of this test is to assess the skill level of the test taker in traditional Budget Aide responsibilities. The test is geared toward those that have approximately one year of experience assisting a budget coordinator/supervisor. This test covers basic, intermediate and advanced levels of knowledge associated with this position. The three main areas covered are Accounting Knowledge (vocabulary use, journal entries and problem solving), Budget Knowledge (vocabulary use and problem solving) and Excel Spreadsheet Usage (equations).

Assessments for Bookkeeping and Auditing are also available. |
| **Budget Officer Skills** | 41 | This test covers the skill set necessary for a budget officer to be successful in their position. It includes terminology, accounting, financial and organizational components. Such specific topics covered include macro and micro budgeting, computation, and computer use. The questions range in skill level between basic, intermediate and advanced. This test is intended for the person with at least one year of experience in the field.

Assessments for Budge Aide Skills and Financial Math are also available. |
| **Business Etiquette** | 37 | This test for Business Etiquette addresses questions of maintaining good manners in the workplace as well as professional environments. It is appropriate to administer the test to any applicant, from entry level to executive level that is required to know appropriate business behaviors. Because business etiquette greatly affects an individual's career prospects as well as a company's reputation, this test is useful for both the test taker and the administrator. |

Topics covered in the test include proper ways to present business cards, business dining, greetings and introductions, appearance, writing thank you notes and giving invitations, traveling on business, having clients visit the office and body language.

Assessments for Customer Service Mindset, Email Etiquette and Human Resource Basics are also available.

Business Income Tax	39	This test for Business Income Tax is designed to determine the level of tax and accounting knowledge of the test taker. Many of the questions are basic in nature and should be easily handled by someone with as little as one year's experience in the area. Other questions are more detailed and are targeted to those test takers with more experience and who may be pursuing a professional qualification in this area. Topics include Assets, Business Use, Deductions, Inventory, Property, Self-Employment, and Taxes.
		Assessments for Corporate Tax Accounting and Individual Income Tax are also available.
Business Systems Analyst	49	The Business Systems Analyst assessment is designed to test one's basic knowledge of the key points in software project analysis, design, development, and implementation.
		Since the role of a Business Analyst expands as one gains experience, the intermediate and advanced level questions are aimed at the knowledge needed to be able to adequately communicate with other development team members such as developers and database administrators.
		Assessments for Technical Terminology and Project Management Fundamentals are also available
Business Writing	22	This test for Business Writing aims at assessing the skill level of the test taker in brainstorming, proper grammar, organization skills as well as vocabulary. This test is best employed in conjunction with the Writing Samples Scenarios which provide the test taker the opportunity to create a written piece for review by the administrator.

It is recommended that the Business Writing test is used in conjunction with a FREE controlled writing environment made available to you with six business writing scenarios. These scenarios cover an advertising/marketing sample, composing a collections letter (Collections), creating a letter in response to an unhappy customer (Customer Service), a persuasive sample in the context of an internal correspondence, a sales oriented sample, as well as a thank you letter. These samples and the writing environment are provided FREE OF CHARGE to you as a tool in assessing the writing abilities of your candidates.

Assessments for Punctuation, Reading Comprehension, and Office Grammar and Spelling are also available.

BusinessObjects 5 - Client	40	This test for BusinessObjects 5 - Client measures the test taker's understanding of BusinessObjects Fundamentals. Questions are based on the workshop information provided by Business Objects. Topical areas include Activating BusinessObjects, Report Building, Conditions, Data Synchronization, Presentation Styles, Functions, Drill Techniques and Formatting and Printing. Tests for Desktop Publishing Theory, Project Management Fundamentals and Office Management Skills are also available.
BusinessObjects 5 - Designer	40	The BusinessObjects 5 for Designers test has been designed to assess the user's knowledge of the BusinessObjects Designer application. It covers the following categories: Introduction to Designer, Setting Parameters, Populating the Structure with Tables, Joins, Creating and Testing Classes and Objects, Creating and Testing Measurement Objects, Resolving Loops in a Universe, Restrictions, Using @ Functions, List of Values, Hierarchies, Documenting and Distributing a Universe, and Aggregate Awareness. The test is appropriate to administer those expected to work in the capacity of a designer for BusinessObjects. Tests for BusinessObjects - Client and Oracle 8 for Developers are also available.

C Programming	40	C is a high-level programming language developed by Dennis Ritchie and Brian Kernighan at Bell Labs in 1973. C is a particularly popular language for personal computer programmers because it is relatively small and it requires less memory than other languages. It is also portable (platform independent) so it can be used to create programs for a variety of computers.
		The C programming language is the basis for C++ and Visual C++, its more object-oriented cousins. There is a separate test for each of the three C programming language derivatives. It is recommended that you administer the C test only for C users, the C and the C++ test for C++ users, and C, C++ and Visual C++ for Visual C++ users. This will ensure that you provide the most comprehensive testing possible.
C++ Programming	36	C++ is a high-level programming language developed by Bjarne Stroustrup at Bell Labs in 1979. C++ adds object-oriented features to its predecessor, C Programming. The C programming language is the basis for C++ and Visual C++, its more object-oriented cousins. The C++ Programming test includes a wide range of topics, such as C++ Syntax, Programming in C++, Constructor and Destructor, Exceptions, Templates, and more.
		Assessments for C Programming and .NET Programming - C# are also available.
Call Center - Inbound	50	• **Command** – Tendency to increase determination when faced with resistance. The ability to easily be direct or forward with others. Handles conflict well. • **Competition** – The desire and need to win and excel. • **Focus** – Able to maintain a logical sequence of thought and presentation. The ability to learn, retain knowledge, and stay on track with short and long term goals and objectives. • **Initiator** – The desire to meet new people and learn about them. Need to be liked have the approval of others. • **Pride** - A feeling of importance, self-satisfaction and self-worth resulting from certain achievements. • **Relator** – Able to establish a high, ongoing rapport. Relationship building aptitude.

- **Responsibility** – A person's feeling of psychological ownership for their work and their behavior.
- **Service** - Evidence of a value system, especially related to family, work, and rightness. Actively strives to provide excellent service and to do what is "right" for the customer.
- **Sophistication** – The ability to judge the quality of experience. Makes good decisions and choices.
- **Stress Tolerance** - The ability to remain calm in even the most stressful and demanding situations.

Call Center - Inbound (Spanish)	50	**Command** – Tendency to increase determination when faced with resistance. The ability to easily be direct or forward with others. Handles conflict well. **Competition** – The desire and need to win and excel. **Focus** – Able to maintain a logical sequence of thought and presentation. The ability to learn, retain knowledge, and stay on track with short and long term goals and objectives. **Initiator** – The desire to meet new people and learn about them. Need to be liked have the approval of others. **Pride** - A feeling of importance, self-satisfaction and self-worth resulting from certain achievements. **Relator** – Able to establish a high, ongoing rapport. Relationship building aptitude. **Responsibility** – A person's feeling of psychological ownership for their work and their behavior. **Service** - Evidence of a value system, especially related to family, work, and rightness. Actively strives to provide excellent service and to do what is "right" for the customer. **Sophistication** – The ability to judge the quality of experience. Makes good decisions and choices. **Stress Tolerance** - The ability to remain calm in even the most stressful and demanding situations.
Call Center - Outbound	55	**Competition** – The desire and need to win and excel. **Focus** – Able to maintain a logical sequence of thought and presentation. The ability to

learn, retain knowledge, and stay on track with short and long term goals and objectives.

- **Mastery** – The need to master a skill and become highly competent in a certain area. The desire to be seen as an expert.
- **Persistence** – A need to structure time and environment to ensure closure and completeness. Difficult tasks are seen as challenges and not as obstacles.
- **Persuasion** – The desire and ability to verbally influence the thinking of others. Gains agreement from others using logic and alternatives.
- **Pride** - A feeling of importance, self-satisfaction and self-worth resulting from certain achievements.
- **Responsibility** – A person's feeling of psychological ownership for their work and their behavior.
- **Service** - Evidence of a value system, especially related to family, work, and rightness. Actively strives to provide excellent service and to do what is "right" for the customer.
- **Sophistication** – The ability to judge the quality of experience. Makes good decisions and choices.
- **Stability** – A consistency that is evident in a person's behavior and communication. Can be counted on to perform as expected.
- **Telephone** - The ability to hold the attention of an audience. Important for successful presentations and/or product demonstrations.

Call Center - Outbound (Spanish)	55	

- **Competition** – The desire and need to win and excel.
- **Focus** – Able to maintain a logical sequence of thought and presentation. The ability to learn, retain knowledge, and stay on track with short and long term goals and objectives.
- **Mastery** – The need to master a skill and become highly competent in a certain area. The desire to be seen as an expert.
- **Persistence** – A need to structure time and environment to ensure closure and completeness. Difficult tasks are seen as challenges and not as obstacles.
- **Persuasion** – The desire and ability to verbally influence the thinking of others. Gains agreement from others using logic and alternatives.
- **Pride** - A feeling of importance, self-satisfaction and self-worth resulting from certain

achievements.

- **Responsibility** – A person's feeling of psychological ownership for their work and their behavior.
- **Service** - Evidence of a value system, especially related to family, work, and rightness. Actively strives to provide excellent service and to do what is "right" for the customer.
- **Sophistication** – The ability to judge the quality of experience. Makes good decisions and choices.
- **Stability** – A consistency that is evident in a person's behavior and communication. Can be counted on to perform as expected.
- **Telephone** - The ability to hold the attention of an audience. Important for successful presentations and/or product demonstrations.

Call Center - Technical   40

- **Command** – Tendency to increase determination when faced with resistance. The ability to easily be direct or forward with others. Handles conflict well.
- **Critical Thinking** – A natural ability to analyze information, anticipate consequences, and exhibit good judgment.
- **Empathy** – The ability to perceive accurately the thoughts and feelings of another person. Sensitive to what others need in order to function better and sensitivity to what is the best way to respond to them when a difficult situation is determined.
- **Focus** – Able to maintain a logical sequence of thought and presentation. The ability to learn, retain knowledge, and stay on track with short and long term goals and objectives.
- **Initiator** – The desire to meet new people and learn about them. Need to be liked have the approval of others.
- **Positivity** - Consistently upbeat and optimistic during times of stress and adversity. Has the ability to keep the whole work group positive and productive.
- **Pride** - A feeling of importance, self-satisfaction and self-worth resulting from certain achievements.
- **Stress Tolerance** - The ability to remain calm in even the most stressful and demanding situations.

Call Center - Technical (Spanish)	40	

- **Command** – Tendency to increase determination when faced with resistance. The ability to easily be direct or forward with others. Handles conflict well.
- **Critical Thinking** – A natural ability to analyze information, anticipate consequences, and exhibit good judgment.
- **Empathy** – The ability to perceive accurately the thoughts and feelings of another person. Sensitive to what others need in order to function better and sensitivity to what is the best way to respond to them when a difficult situation is determined.
- **Focus** – Able to maintain a logical sequence of thought and presentation. The ability to learn, retain knowledge, and stay on track with short and long term goals and objectives.
- **Initiator** – The desire to meet new people and learn about them. Need to be liked have the approval of others.
- **Positivity** - Consistently upbeat and optimistic during times of stress and adversity. Has the ability to keep the whole work group positive and productive.
- **Pride** - A feeling of importance, self-satisfaction and self-worth resulting from certain achievements.
- **Stress Tolerance** - The ability to remain calm in even the most stressful and demanding situations.

Call Center 911 Operators	37	

This test for 911 Operators focuses almost entirely on "Necessary Case Scenarios"--those situations that demand but one acceptable response to a particular situation. The test is broken down into subject areas in order to efficiently address the various aspects of a 911 operator's duties. The subject areas are Critical Incidents, Information Gathering, Telephone Etiquette, Call Types, Citizen and Officer Safety, and Teletype.

This test is appropriate to administer to those with at least one year of experience as a 911 operator.

Tests for Call Center Environment [audio] as well as Call Center Listening Skills [audio] are also available.

Call Center Advanced Spelling [audio]	51	The Call Center Advanced Spelling [audio] Test requires the test taker to listen to commonly misspelled words and spell the word correctly.

Tests for Call Center U.S. State Abbreviations as well as Call Center U.S. Cities Spelling are also available. |
| **Call Center Basic Spelling [audio]** | 50 | The Call Center Basic Spelling test requires the test taker to listen to commonly misspelled basic words and type them correctly.

Tests for Call Center Advanced Spelling, Call Center Math as well as Call Center U.S. Cities Spelling are also available. |
| **Call Center Consumer Collections** | 42 | This test for Call Center Collections is aimed at determining whether the test taker has the knowledge and skills needed to function in a collections call center environment. Among the topical areas covered are: FDCPA (Fair Debt Collection Practices Act), Bankruptcy, Mathematical skills, Verification of Information and Telephone Etiquette. These questions are based on the seemingly most problematic areas of collections. The areas covered should assist in identifying the most qualified individuals in this field.

Tests for Call Center Environment [audio], Email Etiquette, as well as Call Center Listening [audio] are also available. |
| **Call Center Customer Service Scenarios [audio]** | 20 | The Call Center Customer Service Scenario test aims at assessing whether the test taker can determine the most appropriate response to a myriad of call center situations. These situations are mainly customer service driven but questions also concerned with creating an effective call center environment, dealing with policies and departmental hierarchies are also contained herein.

This test is appropriate to administer to those who will be working in a call center with external customers. |

Tests for Call Center Math and Call Center Listening Skills are also available.

Call Center Customer Service Survey	72	This test for Call Center Customer Service Survey is designed to measure customer service orientation, knowledge of preferred customer service behaviors, and customer service practices as they pertain to the call center environment.

Most questions have a best and second best answer, scoring 2 and 1 points respectively. The best possible points for this survey is 144, however also provided is a percentage score that is based on points scored.

Tests for Call Center Listening Skills [audio] as well as Call Center Environment [audio] are also available.

Call Center Data Entry [audio]	45	The Call Center Data Entry [audio] test measures the speed and accuracy of the test taker in conducting data entry in conjunction with information delivered audibly. The test requires the user to type information into a simulation of a database. The results report of this test indicates the speed in keystrokes per hour and accuracy of the data entry session. This test is appropriate to administer to those whose job description requires effective Data Entry skills.

Tests for Data Entry 10 Key and Typing are also available.

Call Center Environment [audio]	27	This test, entitled Call Center Environment [audio] measures the test taker's ability to process orders using call center software. Such skills include the ability to navigate call center software, order entry speed, order entry accuracy, the ability to answer caller questions and the ability to problem solve.

The Call Center Environment test is appropriate to administer to those with as little as one year or as much as four years of experience in a call center.

Tests for Call Center Telephone Etiquette, Call Center Retention [audio], Call Center Data

Entry [audio], as well as Call Center Customer Service Mindset are also available.

Call Center Inbound Sales Skills	39	A candidate who successfully completes this test will have demonstrated a well versed knowledge of call center sales, service, operations, and procedures. Questions are based on situations and issues often encountered in call center environments. The test contains questions that range from basic to advanced. Hence, it is not advisable to gauge a candidate's skill as "lacking" if they have merely one year of experience in the field and fail to answer the advanced questions correctly. While this test is appropriate for a candidate that has a minimum of one year experience in the field, it is intended to present questions that are challenging to the seasoned call center employee as well. Tests for Call Center Outbound Sales as well as Call Center Customer Service Survey are also available.
Call Center Listening Skills [audio]	28	This test, entitled Call Center Listening Skills [audio], employs audio-based call simulations to measure a test taker's listening skills, attention to detail and problem solving skills. Among the topics covered are identifying customer problems, listening with distractions, listening through emotional distress, and identifying caller attributes. Tests for Call Center Customer Service Survey, Call Center Environment [audio] as well as Call Center U.S. Geographic Locations are also available.
Call Center Math	30	This test is suitable for call center operators with at least one year's experience. It is designed to evaluate general math skills often employed in a Call Center setting. It covers the following areas; Service Level, Production, Payroll, Time Zone Conversion, Currency Conversion and Customer Required Information. This assessment may be applicable for Call Center Managers and Call Center Representatives where mathematical calculations are required. A calculator or scratch paper and pencil may be used if determined by the administrator. Tests for Call Center Data Entry and Call Center Basic Spelling are also available.

Call Center Outbound Sales Skills 52 This test for Call Center Outbound Sales Skills was created to aid in identifying potentially successful outbound sales call center employees and applicants. The following categories are examples of those types of topical areas addressed within the test; Acceptance of Criticism - ability to use critical feedback to enhance performance, Assertiveness - ability to portray confidence interpersonally, Drive/Motivation - willingness to be productive and to succeed and Versatility - Ability to work on several different tasks at once. IMPORTANT: This test cannot be randomized because questions throughout the test will reference the previous questions data!

Tests for Call Center Inbound Sales Skills, Call Center Listening Skills [audio] as well as Call Center Telephone Etiquette are also available.

Call Center Reference Manual [audio] 25 Call Center Reference Manual is a timed test created to determine the skill level of the test taker in accessing information quickly and implementing that information effectively while using a reference manual. This test is appropriate to administer to the beginning reference manual user as well as the advanced. The difficulty level for each question is based on the ease or difficulty of accessibility of information specific to each question. Hence, an advanced level question requires some time to locate within the reference manual and an understanding of applying that information effectively. Conversely, a basic level question will be easily found within the reference manual and requires little work in understanding its application.

Tests for Call Center Customer Service Survey, Call Center Retention [audio] and Call Center Environment [audio] are also available.

Call Center Retention [audio] 25 The Call Center Retention [audio] aims at assessing the test takers ability to hear information and remember it. The scenarios herein reflect those that the test taker will experience in the call center environment.
This test is appropriate to administer to those working or desiring to work in a call center.
Tests for Call Center Listening Skills [audio], Call Center Retention [audio] and Call Center

Customer Service Survey are also available.

Call Center Spanish-English Bilingual [audio]	39	The Call Center Spanish-English Bilingual test is an audio based test that aims as assessing the ability of the test taker to move between Spanish and English. The test contains questions based on conversational discourse, appropriate responses, and basic numeric understanding. This test is appropriate to administer to those who will need to speak both English and Spanish on the job. Tests for French, Spanish and Italian Microsoft Software are also available.
Call Center Supervisor	56	In addition to predicting overall job success, the **Call Center Supervisor Selector** also provides an individual profile of each candidate's likely strengths and "soft spots" in terms of the following competencies:

- **Achiever** - An internal drive to be busy, active and getting things done.
- **Assertiveness** - Characterized by direct and effective communication, even when resistance is encountered.
- **Competition** - The desire and need to win and excel. Highly competitive individuals find themselves involved in activities where they have potential to succeed.
- **Customer Service** - Have no limitations on the level of service toward their customers. They maintain high standards for quality, production, and responding to the needs of the customer.
- **Developer** - Receives satisfaction from the growth of the employees with whom they are working.
- **Relator** - Able to establish relationships and build an ongoing rapport.
- **Responsibility** - A natural capacity for taking psychological ownership for one's work, one's commitments, and one's word.
- **Team** - Ability to build mutually supportive relationships with co-workers.

Call Center Supervisor (Spanish)	56	In addition to predicting overall job success, the **Call Center Supervisor Selector** also provides an individual profile of each candidate's likely strengths and "soft spots" in terms of the following competencies:

- **Achiever** - An internal drive to be busy, active and getting things done.
- **Assertiveness** - Characterized by direct and effective communication, even when resistance is encountered.
- **Competition** - The desire and need to win and excel. Highly competitive individuals find themselves involved in activities where they have potential to succeed.
- **Customer Service** - Have no limitations on the level of service toward their customers. They maintain high standards for quality, production, and responding to the needs of the customer.
- **Developer** - Receives satisfaction from the growth of the employees with whom they are working.
- **Relator** - Able to establish relationships and build an ongoing rapport.
- **Responsibility** - A natural capacity for taking psychological ownership for one's work, one's commitments, and one's word.
- **Team** - Ability to build mutually supportive relationships with co-workers.

Call Center Technical Support [audio]	19	The Call Center Technical Support test is intended for telephone based PC support technicians who help callers with technical issues. This test covers issues pertaining to Hardware, Windows, Difficult Users, Printing, and the Internet. Assessments for Microsoft Office XP Help Desk and Technical Support Processes are also available.
Call Center Telephone Etiquette	38	The Call Center Telephone Etiquette test focuses on determining the test taker's ability to handle difficult calls, contribute positively to the call center working environment as well as the degree to which effective listening skills have been honed. This test is appropriate to administer to those who conduct much of their work over the telephone. Tests for Call Center Environment [audio], Call Center Customer Service Survey, and Call Center Listening Skills [audio] are also available.

Call Center U.S. Cities Spelling [audio]	40	This test for Call Center U.S. Cities Spelling test is designed to identify the test taker's knowledge of the correct spelling of major US cities and is audio based. While many of the cities are state capitals, it was the attempt of the test writer to include cities with high populations and, hence, more likely exposure.

Assessments for Call Center Advanced Spelling [audio] , Call Center Basic Spelling [audio], Call Center U.S. Geographic Locations and Call Center U.S. State Abbreviations [audio] are also available. |
| **Call Center U.S. Geographical Locations** | 34 | The Call Center U.S. Geographic Locations test is designed to identify the test taker's knowledge of the location of major U.S. cities by state. While some of the cities within the test are state capitals, many cities that are included were due to their respectively high populations and, hence, the greater likelihood that the test taker may experience these locations on the job. Note that some of the cities mentioned denote names of cities that occur in more than one state, the test taker should assume that the largest of those cities location is requested.

Tests for Call Center U.S. State Abbreviations, and Call Center World Geography are also available. |
| **Call Center U.S. State Abbreviations [audio]** | 51 | This test for Call Center State Abbreviations [audio] assesses the test taker's ability to hear the name of a U.S. state and correctly enter the appropriate state abbreviation using Call Center software.

Assessments for Data Entry, U.S. Cities Spelling [audio] and Call Center for Geographic Locations are also available. |
| **Call Center World Geography** | 25 | The Call Center World Geography test is designed to identify the test taker's knowledge of locations throughout the world. City, country and continent locations are requested. This test |

is appropriate to administer to those who will be required to know basic world geography on the job.

Assessments for Call Center U.S. State Abbreviations and Call Center U.S. Geographical Locations are also available.

Canadian Accounts Payable	29	The Canadian Accounts Payable test is designed to evaluate the efficacy of an individual in performing functions often associated with Accounts Payable in Canada. The test primarily focuses on coding, payment terms and calculating discounts. Assessments for Canadian Accounts Receivable Canadian Payroll, and Financial Math are also available.
Canadian Accounts Receivable	30	The Canadian Accounts Receivable test is designed to evaluate the efficacy of the test taker in performing Accounts Receivable functions in Canada. The test primarily focuses on calculating fees, customer account analyses, and handling disputes and discrepancies. Assessments for Canadian Accounts Payable, Canadian Payroll, and Financial Math are also available.
Canadian Payroll	38	The Canadian Payroll test is designed to assess the skill level of the test taker in payroll preparation and principles. It covers many areas including payroll cycle, payroll accounting, payroll regulation, vacation pay, bonus deduction, payroll document, and internal controls. This test is appropriate to administer to those intending to work in a Canadian payroll environment. Tests for Canadian Account Payable and Canadian Accounts Receivable are also available.
Casualty Insurance - Automobile	39	This test covers knowledge of personal auto insurance. It is intended to be administered to those with approximately one year of experience in the field. Specifically, the test covers liability coverage, medical payments coverage, uninsured motorists coverage, damage to

covered autos, endorsements, policy provisions, and underwriting. The material in this test covers general auto insurance information which is not state specific. It is appropriate for any state, however, some states do have laws which may differ from that which is included in this test.

Tests for Property Insurance and Title Insurance are also available.

CGI Concepts	40	CGI is an interface between web pages, web browsers, and web servers. Among the range of features that CGI offers is online forms, use of scripting languages, and other productive applications. This test measures knowledge of what CGI is as well as its capabilities.

Please see our entire library of technical tests for additional assessments that may fit your testing needs.

CICS/COBOL   39   CICS was originally developed to provide transaction processing for IBM mainframes. It controls the interaction between applications and users and allows programmers to develop screen displays without detailed knowledge of the terminals used. It provides terminal routing, password security, transaction logging for error recovery and activity journals for performance analysis. CICS commands are written along with and into the source code of the applications, typically COBOL.

Please see our entire library of technical tests for additional assessments that may fit your testing needs.

Cisco Networking   51   This non-version specific test is designed to test knowledge of Cisco networking technologies. Topics include hardware, configuration, protocols, troubleshooting and networking theory. This test is appropriate to administer to those with a networking background.

Please see our entire library of technical tests for additional assessments that may fit your testing needs. Specifically see tests for Cisco Router as well as Network Administration.

Cisco Router   45

This test for Cisco Router covers basic, intermediate and advanced Cisco router and related subject matter questions. The test is intended to be administered to potential router managers/network designers. An individual with 2-3 active years experience should be able to pass this test without difficulty.

Tests for Cisco Networking and Network Administration are also available.

Citrix for Client Server Applications   41

Citrix MetaFrame Server is an add-on enhancement to Microsoft Windows NT and Windows 2000 operating systems (OS). This test assumes that the candidate has extensive knowledge of network computing models, protocols and configurations. Citrix MetaFrame Server allows users to access Microsoft Windows based applications for any user, anywhere regardless of their network connection, protocols, or operating system. This test is designed to test a candidates ability to install, configure and maintain a Citrix MetaFrame Server.

Test for Citrix WinFrame, OS/2 for Administrators and Windows Programming are also available.

Citrix MetaFrame   41

Server-based computing is an architecture in which applications and data is completely deployed, managed, supported and executed on the server. Citrix MetaFrame is server-based software for Windows NT 4.0 Terminal server or Windows 2000 that provides the ICA protocol to allow almost any client to connect over any speed connection to the applications running on the server.

This test measures skill in the installation, configuration and management of a Citrix MetaFrame environment including the MetaFrame components, clients and administrative tools.

Tests for Citrix WinFrame and Microsoft Windows Programming are also available.

Citrix WinFrame	43	Server-based computing is an architecture in which applications and data is completely deployed, managed, supported and executed on the server. Citrix WinFrame is server-based operating that provides a multi-user kernel and the ICA protocol to allow almost any client to connect over any speed connection to the applications running on the server.

This test measures skill in the installation, configuration and management of a Citrix WinFrame environment including the WinFrame components, clients and administrative tools.

Tests for Citrix MetaFrame and Microsoft Exchange Server 5.5 are also available. |
| **Class [A] Automotive Mechanics** | 30 | This test for Class "A" Automotive Mechanics is aimed at a journeyman mechanic. The test consists of rather difficult questions regarding such tasks as troubleshooting and problem solving--those skills required of an advanced level mechanic. The main difference between a "B" mechanic and an "A" mechanic is that the "A" mechanic should have superior knowledge of how a vehicle operates and should therefore be able to properly diagnose a problem rather readily. This test would be appropriate to administer to those who are looking to function in a class "A" automotive mechanic capacity.

Tests for Call "B" Automotive Mechanics as well as Class "C" Automotive Mechanics are also available. |
| **Class [B] Automotive Mechanics** | 52 | The intermediate or "B" automotive test is intended for someone who has worked on cars and requires very little supervision in diagnosing problems. This person should have experience working with a variety of tools and be able to complete most maintenance and service tasks independently. This test is appropriate to administer to those intending to function in a class "B" automotive mechanic capacity.

Tests for Class "A" Automotive Mechanics and Class "C" Automotive Mechanics are also available. |
| **Class [C] Automotive** | 34 | The basic or "C" mechanic test is composed of those questions that may be considered |

Mechanics		common knowledge and is designed to determine whether or not an individual has some mechanical ability as well as some knowledge of tools. This test would be appropriate to administer to those who are looking to function in a class "C" automotive mechanic capacity.

Tests for Class "A" Automotive Mechanics and Class "B" Automotive Mechanics are also available. |
| **Clerical Proofreading** | 37 | The Clerical Proofreading test aims at assessing the skill level of the test taker in identifying errors in text, tables and lists. The errors included are those of transference (made when transferring data from one site to another), grammatical errors, errors of calculation (made when compiling simple information), and punctuation errors. This test is intended for those with some experience with proofing and who will be expected to proofread on the job.

Assessments for Business Writing, Proofreader Marks and Punctuation are also available. |
| **Client/Server Fundamentals** | 40 | The Client/Server Fundamentals test addresses the general and practical knowledge of the workings of computer systems over a network. This includes Local Area Networks as well as the Internet, and extends to topical areas ranging from the World Wide Web to networked databases. This test is designed to measure knowledge of how Client/Server systems work, and the principles of designing such systems.

Tests for LAN Hardware, WAN Architecture and Network Administration are also available. |
| **Clipper** | 55 | This test is designed to gauge a person's knowledge of the CA-Clipper (hereafter referred to as Clipper) development system. The Clipper language consists of a structured programming language and a collection of standard commands, functions, and objects that allow one to create application programs and systems.

The test covers various commands, functions, data types, and other information required to possess a thorough understanding of the Clipper environment and is appropriate to administer to anyone who needs to demonstrate a thorough understanding of Clipper. |

Please see our entire library of technical tests for additional assessments that may fit your testing needs.

COBOL	53	COBOL is an acronym for Common Business Oriented Language. Developed in the late 1950s and early 1960s, COBOL is the second-oldest high-level programming language (FORTRAN is the oldest). It is particularly popular for business applications to maintain, develop and distribute COBOL programs in mid-size and PC environments. Although disparaged by many programmers for being outdated, COBOL is still one of the most widely used programming languages in the world.

The COBOL assessment includes questions regarding to Basic COBOL Structure, COBOL Syntax, Control Breaks, Data Declaration, Data Manipulation, File Processing, Sorting, Subprograms, and Tables. This test is non-version specific and is appropriate to administer to COBOL programmers.

Tests for COBOL 400 and COBOL II are also available. |
| **COBOL 400** | 47 | COBOL is an acronym for Common Business Oriented Language. Developed in the late 1950s and early 1960s, COBOL is the second-oldest high-level programming language (FORTRAN is the oldest). It is particularly popular for business applications that run on large computers. Although disparaged by many programmers for being outdated, COBOL is still one of the most widely used programming languages in the world. This test is geared toward COBOL 400 and is appropriate to administer to COBOL programmers.

Tests for COBOL II and COBOL for Year 2000 Programmers are also available. |
| **COBOL for Year 2000 Programmers** | 40 | The Year 2000 issue arose from the initial programming of computers based upon a two digit field for the year, which will cause confusion when dates turn the century. The most impacted systems are COBOL legacy systems. Correcting the Year 2000 in COBOL programs involves both the fixes and understanding the issues that come along with the fixes. This test was |

designed to test the COBOL programmer's knowledge of the Year 2000 problem and the techniques available to fix it.

Tests for COBOL and COBOL II are also available.

COBOL II	51	COBOL (Common Business Oriented Language) is one of the oldest high-level programming languages. It has become the programming language of choice for most business applications.

Major updates to the COBOL operating standard occurred in 1968, 1974, and 1985. COBOL II is the name given to IBM's release of the COBOL '85 standard. COBOL language structure was not changed with the '85 standard however, some obsolete language elements were removed, and additional items were added.

The COBOL II test measures programming skills in the 1985 standard version of COBOL. It is appropriate to be given to people who will be programming and maintaining COBOL systems created or modified since 1985. It is not appropriate to be used to evaluate skills in the earlier versions of COBOL.

Tests for COBOL and COBOL 400 are also available.

Code Sample - ASP - File Operations	1	The Code Sample - ASP - File Manipulation test aims at displaying the writer's ability to create a short code snippet, displaying their knowledge of basic syntax. The final sample will provide an idea of the writer's skill level in programming in ASP.

Because gauging coding skills is a highly subjective endeavor, we leave it to you to determine the level of coding effectiveness represented by the candidate's sample. We do believe though, that providing a controlled, immediate coding environment helps to assess the skills of the programmer, in context. It is for this reason that we provide this environment and encourage you to use it, free of charge.

Code Samples are also available for Visual Basic, C# and JSP.

Code Sample - ASP.NET - Date/Time Operations	1	The Code Sample - ASP.NET test aims at displaying the writer's ability to create a short code snippet, displaying their knowledge of basic syntax. The final sample will provide an idea of the writer's skill level in programming in ASP.NET.

Because gauging coding skills is a highly subjective endeavor, we leave it to you to determine the level of coding effectiveness represented by the candidate's sample. We do believe though, that providing a controlled, immediate coding environment helps to assess the skills of the programmer, in context. It is for this reason that we provide this environment and encourage you to use it, free of charge.

Code Samples are also available for VB.NET, C#.NET and PHP.

Code Sample - C Sharp - Date/Time Operations	1	The Code Sample - C Sharp test aims at displaying the writer's ability to create a short code snippet, displaying their knowledge of basic syntax. The final sample will provide an idea of the writer's skill level in programming in C Sharp.

Because gauging coding skills is a highly subjective endeavor, we leave it to you to determine the level of coding effectiveness represented by the candidate's sample. We do believe though, that providing a controlled, immediate coding environment helps to assess the skills of the programmer, in context. It is for this reason that we provide this environment and encourage you to use it, free of charge.

Code Samples are also available for VB.NET, C Sharp.NET and PHP.

Code Sample - C Sharp - File Operations	1	The Code Sample - C# test aims at displaying the writer's ability to create a short code snippet, displaying their knowledge of basic syntax. The final sample will provide an idea of the writer's skill level in programming in C#.

Because gauging coding skills is a highly subjective endeavor, we leave it to you to

determine the level of coding effectiveness represented by the candidate's sample. We do believe though, that providing a controlled, immediate coding environment helps to assess the skills of the programmer, in context. It is for this reason that we provide this environment and encourage you to use it, free of charge.

Code Samples are also available for Visual Basic, Java and ASP.

Code Sample - Java - Date/Time Operations	1	The Code Sample - Java test aims at displaying the writer's ability to create a short code snippet, displaying their knowledge of basic syntax. The final sample will provide an idea of the writer's skill level in programming in Java. Because gauging coding skills is a highly subjective endeavor, we leave it to you to determine the level of coding effectiveness represented by the candidate's sample. We do believe though, that providing a controlled, immediate coding environment helps to assess the skills of the programmer, in context. It is for this reason that we provide this environment and encourage you to use it, free of charge. Code Samples are also available for VB.NET, C#.NET and PHP.
Code Sample - Java - File Operations	1	The Code Sample - Java test aims at displaying the writer's ability to create a short code snippet, displaying their knowledge of basic syntax. The final sample will provide an idea of the writer's skill level in programming in Java. Because gauging coding skills is a highly subjective endeavor, we leave it to you to determine the level of coding effectiveness represented by the candidate's sample. We do believe though, that providing a controlled, immediate coding environment helps to assess the skills of the programmer, in context. It is for this reason that we provide this environment and encourage you to use it, free of charge. Code Samples are also available for VB.NET, C#.NET and PHP.

Code Sample - Java Script - Date/Time Operations	1	The Code Sample - Java Script test aims at displaying the writer's ability to create a short code snippet, displaying their knowledge of basic syntax. The final sample will provide an idea of the writer's skill level in programming in Java Script. Because gauging coding skills is a highly subjective endeavor, we leave it to you to determine the level of coding effectiveness represented by the candidate's sample. We do believe though, that providing a controlled, immediate coding environment helps to assess the skills of the programmer, in context. It is for this reason that we provide this environment and encourage you to use it, free of charge. Code Samples are also available for VB.NET, C#.NET and PHP.
Code Sample - Java Script - File Operations	1	The Code Sample - Java Script test aims at displaying the writer's ability to create a short code snippet, displaying their knowledge of basic syntax. The final sample will provide an idea of the writer's skill level in programming in Java Script. Because gauging coding skills is a highly subjective endeavor, we leave it to you to determine the level of coding effectiveness represented by the candidate's sample. We do believe though, that providing a controlled, immediate coding environment helps to assess the skills of the programmer, in context. It is for this reason that we provide this environment and encourage you to use it, free of charge. Code Samples are also available for ASP, Java and C#.
Code Sample - VB Script - Date/Time Operations	1	The Code Sample - VB Script test aims at displaying the writer's ability to create a short code snippet, displaying their knowledge of basic syntax. The final sample will provide an idea of the writer's skill level in programming in VB Script. Because gauging coding skills is a highly subjective endeavor, we leave it to you to determine the level of coding effectiveness represented by the candidate's sample. We do believe though, that providing a controlled, immediate coding environment helps to assess

the skills of the programmer, in context. It is for this reason that we provide this environment and encourage you to use it, free of charge.

Code Samples are also available for VB.NET, C#.NET and PHP.

Code Sample - VB.NET - Date/Time Operations	1	The Code Sample - VB.NET test aims at displaying the writer's ability to create a short code snippet, displaying their knowledge of basic syntax. The final sample will provide an idea of the writer's skill level in programming in VB.NET.

Because gauging coding skills is a highly subjective endeavor, we leave it to you to determine the level of coding effectiveness represented by the candidate's sample. We do believe though, that providing a controlled, immediate coding environment helps to assess the skills of the programmer, in context. It is for this reason that we provide this environment and encourage you to use it, free of charge.

Code Samples are also available for ASP.NET, C#.NET and PHP. |
| Code Sample - Visual Basic - Date/Time Operations | 1 | The Code Sample - Visual Basic test aims at displaying the writer's ability to create a short code snippet, displaying their knowledge of basic syntax. The final sample will provide an idea of the writer's skill level in programming in Visual Basic.

Because gauging coding skills is a highly subjective endeavor, we leave it to you to determine the level of coding effectiveness represented by the candidate's sample. We do believe though, that providing a controlled, immediate coding environment helps to assess the skills of the programmer, in context. It is for this reason that we provide this environment and encourage you to use it, free of charge.

Code Samples are also available for VB.NET, C#.NET and PHP. |
| Code Sample - Visual Basic - File Operations | 1 | The Code Sample - VB test aims at displaying the writer's ability to create a short code snippet, displaying their knowledge of basic syntax. The final sample will provide an idea of |

the writer's skill level in programming in VB.NET.

Because gauging coding skills is a highly subjective endeavor, we leave it to you to determine the level of coding effectiveness represented by the candidate's sample. We do believe though, that providing a controlled, immediate coding environment helps to assess the skills of the programmer, in context. It is for this reason that we provide this environment and encourage you to use it, free of charge.

Code Samples are also available for ASP, Java and C#.

Coding	40	The Coding test aims at assessing the skill level of the test taker in accessing information using charts, interpretation of data, and assigning codes. Such work scenarios as catalog documentation, telephone directories and time zones are employed.

This test is appropriate to administer to those working in an office environment that will be required to use charts and apply codes in a variety of situations.

Tests for Comparison Skills and Matching are also available.

Cognos Impromptu Knowledge	36	Cognos Impromptu is a reporting tool that provides a myriad of reporting options as well as the ability to link reports and include sub-reports within main reports. Impromptu also allows for report distribution via the Web.

The Cognos Impromptu Knowledge test focuses entirely on Impromptu Report building. Such topics included are viewing data, file types, grouping, filtering data, catalogs, frame types, functions and queries. This assessment is appropriate to administer to those who will be working with Cognos Impromptu in the function of administrator and/or developer.

A test for Cognos PowerPlay is also available.

Cognos PowerPlay	50	Cognos PowerPlay is a leading OLAP analysis tool. It is used to build and analyze

multidimensional files called "Cubes". These cubes can be built using a combination of different types and sources of data and can consolidate and summarize information into a single file for graphical analysis and reporting. The cubes can be accessed through the intranet, Internet, file servers and also as stand-alone files. The questions herein are appropriate for Cognos PowerPlay Developers / Administrators. Usually both tasks are handled by the same person.

A test for Cognos Impromptu Knowledge is also available.

Cold Fusion 4	49	Allaire's Cold Fusion is a web authoring application, similar to Microsoft's Active Server Pages, and is usually used in conjunction with a database. Cold Fusion files are HTML pages with additional Cold Fusion commands to query or update the database. These additional commands are written in Cold Fusion Markup Language (CFML). When the page is requested by the user, the CFML commands are executed on the server and a "pure" HTML file is returned to the web browser. Cold Fusion can connect with any database that supports ODBC or OLE DB or one that has a native database driver. This test is appropriate for Cold Fusion 4 web developers.

Tests for Cold Fusion Scripting & Development and Active Server Pages are also available.

Cold Fusion MX 6.1	64	Allaire's Cold Fusion is a web authoring application, similar to Microsoft's Active Server Pages, and is usually used in conjunction with a database. Cold Fusion files are HTML pages with additional Cold Fusion commands to query or update the database. These additional commands are written in Cold Fusion Markup Language (CFML). When the page is requested by the user, the CFML commands are executed on the server and a "pure" HTML file is returned to the web browser. Cold Fusion can connect with any database that supports ODBC or OLE DB or one that has a native database driver.

The Cold Fusion MX 6.1 test aims at assessing the Cold Fusion web developers ability to employ Cold Fusion on the job. This test covers such topical areas as integration, tags, functions, programming constructs and components

Tests for Cold Fusion Scripting & Development and Active Server Pages are also available.

Cold Fusion Scripting and Development	36	This test evaluates a Cold Fusion Developers' overall knowledge of Cold Fusion. The questions vary addressing CFML skills that arise daily, to Cold Fusion Administration issues that come up only occasionally. Specifically, the test covers CFML, CF Studio 4.5, CF Server Admin, data manipulation as well as interacting with protocols and CF scripting. The test is aimed at developers that have worked with Cold Fusion for a minimum of two years. A test for Cold Fusion is also available.
Color Identification	40	This Color Identification test covers knowledge of various color-related rules, procedures, codes, standards and practices associated with the electrical industry including the industrial, commercial, and residential arenas. The test is appropriate for test takers who are currently working, or plan on working, in any position in the electrical industry including the distribution and installation of electrical systems. The test's topical areas include the identification of various electrical components such as conductors, devices, hardware, tools and accessories, as well as the wiring methods used in the industry. Tests for Basic Electronics, Electricians and Electronic Schematics are also available.
COM/DCOM Development in Delphi	30	Microsoft's COM/DCOM technology is designed to be platform independent, both in development and use. While a variety of development environments support COM/DCOM, there are significant differences in how each environment handles COM/DCOM object creation. This test is designed to test knowledge of COM/DCOM creation in Delphi. This non-version specific test is appropriate to administer to developers. A for COM/DCOM Development in Visual Basic is also available.
COM/DCOM	41	Microsoft's COM/DCOM technology is designed to be platform independent, both in

Development in Visual Basic		development and use. While a variety of development environments support COM/DCOM, there are significant differences in how each environment handles COM/DCOM object creation. This test is designed to test knowledge of COM/DCOM creation in Visual Basic. A test for COM.DCOM Development in Delphi is also available.
Commercial Banking Knowledge	45	The Commercial Banking Knowledge test evaluates the skill level of the test taker in a myriad of skill sets applicable to commercial banking. Among the topics are, credit analysis, banking regulations, credit management, documentation, loan and leasing transactions, and governmental regulations. Tests for Financial Math and Financial Spelling are also available.
Commercial Collections	36	The Commercial Collections assessment focuses on Collection Terms, Commercial Collection Rules, Legal Issues, and Communication appropriate for an individual with at least 1 year of collection experience. Questions are a combination of scenarios a collector would encounter on a daily basis and terms pertaining to commercial collections. Assessments for Call Center Collections, Financial Math, and Financial Spelling are also available.
Commercial Insurance Knowledge	45	The Commercial Insurance Knowledge test aims at assessing the knowledge level of the test taker in basic commercial insurance activities. The topical areas covered include, but are not limited to, general liability, all risk property insurance, principles of insurance, workman's compensation and excess/umbrella liability. Tests for Math Word Problems and EEOC Compliance are also available.
Comparison Skills	39	The Comparison Skills test aims at assessing the skill level of the test taker in such topical areas as identifying linguistic similarities, alpha-numeric similarities, and mathematical

equality, as well as identifying differences such as object type differences, opposites and alpha-numeric differences.

Assessments for Matching, Analytical Skills, and Retention are also available.

Computer Literacy   31

This test for computer literacy is designed to measure the skills of a person familiar with some of the technical aspects of computer knowledge as well as knowledge generally known by users. This test is ideal for the user with some understanding of how to keep a computer running at its optimal performance level, as well as fix basic computer problems. The test addresses simple computer troubleshooting and maintenance as well as the basics of navigating through Windows ('95, '98, '00).

Tests for Internet Research Skills and Macintosh Basics are also available.

Computer Technician Skills   35

The Computer Technician Skills test is designed to evaluate the competency and skill level of computer technicians with a basic understanding of computer networking and with one year or more experience in the field. The questions contained in the test pose "Real World" scenarios that a computer and/or networking technician would face day to day in a working environment.

The test consists of 5 categories covering topics from the Windows Operating System to computer peripherals. These topics will challenge the knowledge of the technician and verify his or her competency in the field. Some of the test questions will further verify that the technician is safety conscious when working around high voltage electrical equipment as well as cognizant of the importance of protecting sensitive electronic equipment against ESD (Electro Static Discharge).

Tests for Network Administration and Macintosh Technicians are also available.

Concordance   38

Concordance EX is a database application geared towards the litigation support arena. The audience for this test may include, but is not limited to attorneys, paralegals and other legal

staff. This test focuses 60% of its questions on basic end-user tasks, 20% on intermediate tasks and 20% on advanced tasks. A technical background is not necessary to answer 60% of the test questions herein.

Tests for Basic Litigation Knowledge, Paralegal Skills and Legal Assistant are also available.

COOL: Gen	57	COOL:Gen is a fourth generation language that is employed to develop and design enterprise applications. It allows the integration of platforms, languages, databases and middleware as well as provides for the productivity of model-based development and code generation.

This COOL:Gen test is appropriate for programmers as well as analysts. It includes GUI and Block mode features and requires knowledge of how to write practical programs within a team structure. Topical areas covered include data modeling and navigation, construction, design and action diagrams, among others.

Tests for TCP/IP, Visual Basic and ActiveX are also available. |
| **CORBA** | 43 | The CORBA test covers such topical areas as CORBA Services, CORBA Interface Repository, CORBA Dynamic Skeleton Interface, and CORBA Acronyms. The test is intended for those working with CORBA on a day to day basis

Please see our entire technical test library for additional assessments that may fit your testing needs. |
| **Corel Presentations 9.0** | 30 | Corel Presentations 9.0 is a graphics application used to create overhead slides and computer-based presentations. It is included in the Corel Office Suite which also includes WordPerfect and Quattro Pro. The test is designed to test clerical level users of Corel Presentations and anyone who needs to create slides and presentations in Corel Presentations. The test assesses the user's ability to use common functions such as creating a presentation, as well as more advanced functions including Organization Charts and |

features that enhance slide shows.

Tests for Corel Quattro Pro 9.0 and Corel Draw 9.0 are also available, among other Corel tests.

Corel Quattro Pro 9.0	30	Quattro Pro is a popular spreadsheet application that is produced by Corel. It is included in the Corel Office Suite, which also includes WordPerfect and Presentations.

The Quattro Pro test is designed to test clerical level users of Quattro Pro. The test assesses the user's ability to create and develop a basic Quattro Pro workbook including formatting cells, using formulas and changing the overall appearance of the spreadsheet. The test includes basic, intermediate and advanced level questions and tests mastery of the most commonly used commands.

Tests for Corel Presentations 9.0 and Corel Paradox 7.0 are also available, among other Corel tests.

Corel WordPerfect 9.0 - Normal User	30	Corel WordPerfect 9.0 is a popular word processing application formerly produced by WordPerfect Corporation and Novell. It is included in the Corel Office Suite, which also includes Quattro Pro and Presentations.

The Normal User test is designed to test clerical level users who edit, develop and create WordPerfect Documents. This test assesses the user's ability to create and develop a basic word processing document and a mail merge. It includes basic, intermediate and advanced level questions as well as tests mastery of the most commonly-used commands.

The Power User test is designed for very experienced users of WordPerfect who need to create complicated documents such as brochures or longer reports. This test assesses the user's ability to use more complex formatting features and advanced functions (including Table of Contents, Tables and Columns).

The Corel WordPerfect 9.0 Whole test consists of the Normal and Power User tests combined.

Tests for Corel Presentations 9.0 and Corel Venture 8.0 are also available, among other Corel tests.

Corel WordPerfect 9.0 - Power User   25   Corel WordPerfect 9.0 is a popular word processing application formerly produced by WordPerfect Corporation and Novell. It is included in the Corel Office Suite, which also includes Quattro Pro and Presentations.

The Normal User test is designed to test clerical level users who edit, develop and create WordPerfect Documents. This test assesses the user's ability to create and develop a basic word processing document and a mail merge. It includes basic, intermediate and advanced level questions as well as tests mastery of the most commonly-used commands.

The Power User test is designed for very experienced users of WordPerfect who need to create complicated documents such as brochures or longer reports. This test assesses the user's ability to use more complex formatting features and advanced functions (including Table of Contents, Tables and Columns).

The Corel WordPerfect 9.0 Whole test consists of the Normal and Power User tests combined.

Tests for Corel Presentations 9.0 and Corel Venture 8.0 are also available, among other Corel tests.

Corel WordPerfect 9.0 - Whole Test   55   Corel WordPerfect 9.0 is a popular word processing application formerly produced by WordPerfect Corporation and Novell. It is included in the Corel Office Suite, which also includes Quattro Pro and Presentations.

The Normal User test is designed to test clerical level users who edit, develop and create

WordPerfect Documents. This test assesses the user's ability to create and develop a basic word processing document and a mail merge. It includes basic, intermediate and advanced level questions as well as tests mastery of the most commonly-used commands.

The Power User test is designed for very experienced users of WordPerfect who need to create complicated documents such as brochures or longer reports. This test assesses the user's ability to use more complex formatting features and advanced functions (including Table of Contents, Tables and Columns).

The Corel WordPerfect 9.0 Whole test consists of the Normal and Power User tests combined.

Tests for Corel Presentations 9.0 and Corel Venture 8.0 are also available, among other Corel tests.

Corporate Tax Accounting	39	The Corporate Tax Accounting test is designed to determine the tax and accounting ability of a candidate who is seeking employment in this field. Many of the questions are basic in nature and should be easily handled by someone with as little as one year's experience in the area. Some of the other questions are more detailed and involved and are targeted to those candidates with more experience who may be pursuing a professional qualification in this area.

Tests for Advanced Accounting, Auditing and Budget Officer Skills are also available. |
| Corrective Proofreading - Independent Films | 20 | The Corrective Proofreading - Independent Films test presents test takers with a text passage that contains spelling, grammar and punctuation errors. This test measures a person's ability to recognize and correct the errors within the text passage. Test takers are evaluated on the following items:

number of errors successfully identified in relation to the number of possible errors
number of errors not identified |

number of identified errors that are successfully corrected
number of identified errors that are not successfully corrected
number of correct items that are made incorrect by the test taker

This test is appropriate to administer to anyone whose corrective proofreading ability or attention to detail needs to be measured.

Tests for Proofreader Marks, Punctuation, and Office Grammar and Spelling are also available.

Corrective Proofreading - Reply Letter	15	The Corrective Proofreading - Reply Letter test presents test takers with a text passage similar to a reply letter that contains spelling, grammar and punctuation errors. This test measures a person's ability to recognize and correct the errors within the text passage. Test takers are evaluated on the following items:

number of errors successfully identified in relation to the number of possible errors
number of errors not identified
number of identified errors that are successfully corrected
number of identified errors that are not successfully corrected
number of correct items that are made incorrect by the test taker

This test is appropriate to administer to anyone whose corrective proofreading ability or attention to detail needs to be measured.

Tests for Proofreading, Office Grammar and Spelling, and Punctuation are also available.

Corrective Proofreading - Restaurant Review	12	The Corrective Proofreading - Restaurant Review test presents test takers with a text passage simulating a restaurant review that contains spelling, grammar and punctuation errors. This test measures a person's ability to recognize and correct the errors within the text passage. Test takers are evaluated on the following items:

number of errors successfully identified in relation to the number of possible errors
number of errors not identified
number of identified errors that are successfully corrected
number of identified errors that are not successfully corrected
number of correct items that are made incorrect by the test taker

This test is appropriate to administer to anyone whose corrective proofreading ability or attention to detail needs to be measured.

Tests for Punctuation, Advanced Spelling, Business Writing, and Proofreader Marks are also available.

Cost Accounting	48	The Cost Accounting test covers most of the major areas of costing including Process Costing and Standard Costing. Specific topics covered include, but are not limited to, product costing, general costs, manufacturing costs and breakeven points.

This test covers cost accounting subject matter of which candidates with as little as 6 months experience should be aware. More advanced level topics are included to determine those candidates with more experience as well as those who are pursuing a professional qualification in Managerial Accounting.

Tests for Advanced Accounting, Corporate Tax Accounting, and Partnership Tax Accounting are also available.

Counting	20	This test is intended to test an applicant's ability to count units. Topical areas include Simple Counting, Geometric-Depth Awareness, and Calculation. The questions are primarily focused for those working in an industrial or warehouse setting, however this assessment may be utilized for a position that requires counting objects.

Assessments for Basic Warehouse Knowledge and Matching are also available.

Court Reporting   56   Court Reporting is the verbatim shorthand reporting method used primarily to record legal proceedings. The information recorded is transcribed creating an official transcript that is considered a legal document when completed by a "certified" court reporter. This recording procedure is also used for medical and business transcription purposes, e.g. medical transcription, meetings, conventions, public hearings, closed captioning, and other private activities. This test would be appropriate to be given to anyone looking to function as a court reporter.

Tests for Legal Abbreviations, Legal Filing Skills, Summation Blaze 5.21 and Legal Typing are also available.

Credit Analyst   38   The purpose of this test is closely detect the knowledge of the test taker in the areas of Credit/Collections, Analyzing Financial Statements, governing secure transactions regarding International Trade, as well as the degree of familiarity with well known financial reporting companies such as D&B and NACM. Additional tasks tested are the reactions of the candidate in credit hold emergencies, interaction with high risk customers and Credit analysis. This test is designed for Credit Analysts only.

Tests for Budget Officer Skills, Commercial Collections and General Accounting are also available, among others.

Credit Management   50   The Credit Management test covers such issues as maintenance of internal controls, effects time and risk of collections, granting of credit, analysis of financial reporting and knowledge of computerized security controls, among others. The test questions are divided into three categories; basic, intermediate and advanced. These categories should be used as an aid in determining the corresponding skill level of the test taker.

Tests for Credit Analysts, Financial Analysis and Budget Officer Skills are also available.

Crystal Reports 11.0   46   The Crystal Reports 11.0 test covers concepts of setting tables, creating reports, grouping records, mapping data, formatting, and distributing reports. This test is appropriate for anyone

who will use Crystal Reports 11.0 to create and disseminate reports from data stored in a larger, more powerful database such as Oracle or Sybase.

Assessments for Crystal Reports 8.5 for Developers, Crystal Reports 8.0, and Crystal Reports 7.0 are also available.

Crystal Reports 7.0	40	Crystal Reports is the market-leading desktop query and report writer by Seagate Software and is applicable to those that need to report or query directly from data sources, provide reports, or reporting within database applications. Version 7 sets the standard for Web-enabled reporting.
		The Crystal Reports 7.0 test covers such topical areas as date functions, field formats, creating new reports, chart types, launching and understanding subreports, and exporting files. This test is appropriate to administer to those who are required to work with Crystal Reports on a regular basis.
		Tests for Crystal Reports 8.0 and Crystal Reports 8.5 for Developers are also available.
Crystal Reports 8.0	50	The Crystal Reports 8.0 test covers concepts of setting tables, creating reports, grouping records, mapping data, formatting, and distributing reports using Crystal Reports 8.0. The test is appropriate for anyone who will use this software to create and disseminate reports from data stored in a larger, more powerful database such as Oracle or Sybase.
		Tests for Crystal Reports 8.5 for Developers, Sybase 12 and Oracle 8i are also available.
Crystal Reports 8.5 for Developers	60	Crystal Reports 8.5 allows one to create, process, and deliver reports while using a myriad of data sources. The Crystal Reports 8.5 test is designed to assess the skill level for developing within Crystal Reports 8.5. Such topical areas covered include chart reporting, OLAP reporting, and Crystal Syntax. Because Crystal Syntax is the most used formula for editing syntax in Crystal Reports, it, rather than Basic Syntax, is addressed within this test.

Tests for Crystal Reports 7.0 and Crystal Reports 8.0 are also available.

Customer Service Mindset Survey   72   Customer Service Skills Survey measures the test taker's understanding of and attitude about customer service practices. This survey is designed to measure the customer service aptitude of any customer service representative and may be administered to those who deal with internal or external customers such as customer service, technical support or retail sales workers.

Most questions have a best and second best answer, scoring 2 and 1 points respectively. The best possible points for this survey is 144, however also provided is a percentage score that is based on points scored.

Also available are Call Center Listening Skills [audio], Telephone Etiquette and Call Center Environment [audio] tests.

Customer Service Representative   60   In addition to predicting overall job success, the **Customer Service Selector** also provides an individual profile of each candidate's likely strengths and "soft spots" in terms of the following competencies:

- **Responsibility** - A natural capacity for taking psychological ownership for one's work, commitments, and word.
- **Positivity** - Consistently upbeat and optimistic during times of stress and adversity.
- **Pride** - A feeling of importance, self-satisfaction and self-worth resulting from certain achievements.
- **Focus** - Involves a strong concentration toward meeting both short and long-term goals in a very timely and thorough manner.
- **Discipline** - Maintain a more organized approach to work, which often results in better preparation and follow through.
- **Assertiveness** - Characterized as being very straightforward in one's vocalization and behaviors.
- **Customer Service** - An inherent desire to provide a high level of service to others.
- **Adaptability** - A natural ability to easily and comfortably handle change.

- **Interpersonal** - high mutuality of awareness and support with the employees.
- **Achiever** - An internal drive to be busy, active and getting things done.

Data Communications Concepts	46	This test for Data Communications Concepts is designed to measure aptitude in general networking theory. The test covers all aspects of networking theory, from physical connectivity to application interfaces. It is appropriate for networking technicians, systems analysts and systems/networking engineers. Tests for Network Administration and Network Security are also available.
Data Entry 10 Key [Hardcopy]	5	This Data Entry test requires the test taker to type information into a simulation of a spreadsheet. The session consists of entering a series of numbers. The results report of this test indicates the speed, in keystrokes per hour, and accuracy of the data entry session. This test is appropriate to administer to those whose Data Entry 10 Key speed is an important facet of their position. Tests for Data Entry Alpha Numeric and Numeric Proofreading are also available.
Data Entry 10 Key [Onscreen]	5	This Data Entry test requires the test taker to type information into a simulation of a spreadsheet. The session consists of entering a series of numbers. The results report of this test indicates the speed, in keystrokes per hour, and accuracy of the data entry session. This test is appropriate to administer to those whose Data Entry 10 Key speed is an important facet of their position. Tests for Data Entry Alpha Numeric and Numeric Proofreading are also available.
Data Entry 10 Key Quick Test [Hardcopy]	24	The Data Entry 10 Key with Decimals test requires the user to type information into a simulation of a spreadsheet. The session consists of entering a series of numbers both before and after a decimal point. The results report of this test indicates the speed in keystrokes per hour and accuracy of the data entry session. This test is appropriate to

administer to those whose Data Entry 10 Key speed is an important role in their job description.

Tests for Data Entry Alpha Numeric and Typing are also available.

Data Entry 10 Key Quick Test [Onscreen]	3	The Data Entry 10 Key with Decimals test requires the user to type information into a simulation of a spreadsheet. The session consists of entering a series of numbers both before and after a decimal point. The results report of this test indicates the speed in keystrokes per hour and accuracy of the data entry session. This test is appropriate to administer to those whose Data Entry 10 Key speed is an important role in their job description.

Tests for Data Entry Alpha Numeric and Typing are also available. |
| Data Entry 10 Key With Decimals [Hardcopy] | 5 | The Data Entry 10 Key with Decimals test requires the user to type information into a simulation of a spreadsheet. The session consists of entering a series of numbers both before and after a decimal point. The results report of this test indicates the speed in keystrokes per hour and accuracy of the data entry session. This test is appropriate to administer to those whose Data Entry 10 Key speed is an important role in their job description.

Tests for Data Entry Alpha Numeric and Typing are also available. |
| Data Entry 10 Key With Decimals [Onscreen] | 40 | The Data Entry 10 Key with Decimals test requires the user to type information into a simulation of a spreadsheet. The session consists of entering a series of numbers both before and after a decimal point. The results report of this test indicates the speed in keystrokes per hour and accuracy of the data entry session. This test is appropriate to administer to those whose Data Entry 10 Key speed is an important role in their job description.

Tests Data Entry Alpha Numeric and Typing are also available. |

Data Entry Alpha Numeric [Hardcopy]	40	The Data Entry Alpha Numeric test measures the speed and accuracy of the test taker in conducting data entry. The test requires the user to type information into a simulation of a database. The results report of this test indicates the speed in keystrokes per hour and accuracy of the data entry session. This test is appropriate to administer to those whose job description requires effective Data Entry skills. Tests for Data Entry 10 Key and Typing are also available.
Data Entry Alpha Numeric [Onscreen]	5	The Data Entry Alpha Numeric test measures the speed and accuracy of the test taker in conducting data entry. The test requires the user to type information into a simulation of a database. The results report of this test indicates the speed in keystrokes per hour and accuracy of the data entry session. This test is appropriate to administer to those whose job description requires effective Data Entry skills. Tests for Data Entry 10 Key and Typing are also available.
Data Entry Check Number Database [Hardcopy]	5	The Data Entry Check Number Database test measures the speed and accuracy of data entry. This test requires the user to type information into a simulation of a database. The session consists of entering deposit information. The results report of this test indicates the speed in keystrokes per hour and accuracy of the data entry session. This test is appropriate to administer to those whose Data Entry skills are important to their job description. Tests for Data Entry 10 Key and Data Entry Alpha Numeric are also available.
Data Entry Check Number Database [Onscreen]	5	The Data Entry Check Number Database test measures the speed and accuracy of data entry. This test requires the user to type information into a simulation of a database. The session consists of entering deposit information. The results report of this test indicates the speed in keystrokes per hour and accuracy of the data entry session. This test is appropriate to administer to those whose Data Entry skills are important to their job description.

Tests for Data Entry 10 Key and Data Entry Alpha Numeric are also available.

Data Entry Inventory Database [Hardcopy]	40	The Data Entry Inventory Database test measures the speed and accuracy of data entry. This test requires the user to type information into a simulation of a database. The session consists of entering order information for 5 products. The results report of this test indicates the speed in keystrokes per hour and accuracy of the data entry session. This test is appropriate to administer to those whose job description requires Data Entry skills.

Tests for Data Entry Check Number Database and Data Entry 10 Key are also available. |
| Data Entry Inventory Database [Onscreen] | 40 | The Data Entry Inventory Database test measures the speed and accuracy of data entry. This test requires the user to type information into a simulation of a database. The session consists of entering order information for 5 products. The results report of this test indicates the speed in keystrokes per hour and accuracy of the data entry session. This test is appropriate to administer to those whose job description requires Data Entry skills.

Tests for Data Entry Check Number Database and Data Entry 10 Key are also available. |
| **Data Modeling Concepts** | 40 | The Data Modeling Concepts test is meant to determine a programmer's design experience in both conceptual/logical and physical data modeling. This test is relevant for a candidate that has functional knowledge in Information Technology relevant to programming, design, or management of applications, and it addresses concepts that are unique to Data Modeling applications. This test does not examine a candidate's knowledge of any specific application. |
| **Data Warehousing Concepts** | 40 | The Data Warehousing Concepts test focuses on Database Administration, Business Intelligence, Design/Operation/Management, and Principles/Rules specific to the area of Data Warehouse environments. The candidate should have functional knowledge in some area of Information Technology relevant to programming, design, or management of applications, but this test will specifically address those concepts that are unique to a Data Warehouse |

application. Consequently, the test does not examine the candidate's technical knowledge of general subjects or specific products.

Assessments for Data Communications Concepts and Data Modeling Concepts are also available.

DB2 5.x DBA   60

DB2 is a strategic product from IBM that is available on all of IBM's key platforms. This database is predicated on the relational model, which is founded on the mathematics of set theory. This provides a solid theoretical base for the management of data. The DB2 5.x DBA test geared for the OS//390 platform and is appropriate to be given to database administrators.

Tests for ADABAS DBA, Oracle Applications DBA and SQL Server 2000 DBA are also available.

DB2 Developer   36

DB2 is a relational database used on many platforms. This test is designed to measure the skills used in programming for DB2 on an IBM mainframe. This DB2 Developer test covers both version 4 and version 5. For DB2 administrators, please see the related DB2 DBA test.

Tests for SQL Server 2000 DBA and Oracle Applications DBA are also available.

DB2 v.8 Mainframe DBA   40

DB2 v.8 Mainframe DBA measures the overall knowledge of an OS/390 and z/OS DB2 DBA from either a systems or applications DBA perspective. Test questions will be derived from topics such as the Creation and Management of DB2 Objects, Data Recovery, Performance and Tuning, DB2 Utilities and Commands, and Security.

Assessments for DB2 v.8 UBD DBA, DB2 5.x DBA, and DB2 Developer are also available.

DB2 v.8 UBD DBA   55

The IBM DB2 UBD V8 DBA test poses real world questions in order to assess the skill level of the test take. This test covers all areas and topics required by a database administrator to

perform the day-to-day duties associated with their job. The skill set tested includes knowledge of DB2 products, tools, wizards, various DB2 utilities, product installations, upgrades and migrations, configuration of the database in recovery and non-recovery modes, performance tuning, security, and regular database maintenance activities.

The test is intended for those wishing to demonstrate their ability to perform DBA role and responsibilities in UNIX as well as Windows environments.

Tests for DB2 V8 Mainframe DBA and DB2 5.x DBA are also available.

dBASE III Plus   50   DBASE is a popular relational database management system produced by Ashton Tate Corporation. Subsequent versions with additional features are known as dBase III, dBase III+, and dBase IV. The dBase format for storing data has become a de facto standard, and is supported by nearly all database management and spreadsheet systems. Even systems that do not use the dBase format internally are able to import and export data in dBase format. This test is appropriate to administer to developers.

Tests for Relational Database Design and ADABAS DBA are also available.

Delphi 3   35   Delphi is an object oriented, visual development environment with tools for creating reusable components, connecting to databases and rapidly creating Windows applications. It is based on Borland's Object Pascal language. This test covers version 3 and is appropriate to administer to developers.

Tests for Object Oriented Programming (OOP) and Microsoft Windows Programming are also available.

Delphi 5   53   Delphi is a powerful object oriented, visual development environment with tools for creating reusable components, connecting to databases and rapidly creating Windows applications. It is based on Borland's Object Pascal language. This programming test is geared for Delphi 5, and is appropriate to administer to programmers.

Tests for Object Oriented Programming (OOP) and Microsoft Windows Programming are also available.

Dental Assistant	40	A Dental Assistant assists with a variety of treatment procedures, patient care, using dental instruments, taking and processing x-rays, and prepares and sterilizes instruments and equipment. This assessment covers topical areas such as Dental Anatomy, Dental Procedures, Dental Assistant Role, Dental Terminology, Dental Equipment Knowledge, and General Knowledge Dental. An assessment for Medical Terminology - Dental is also available.
Desktop Publishing Theory Skills	20	The Desktop Publishing Theory test measures the knowledge of concepts related to the pre-production processes involved in printing. Such topical areas include preparing color art, color theory, and proofing, among others. Tests for Adobe PageMaker 6.5 and Lotus Freelance Graphics Millennium are also available.
DHTML	33	The DHTML test covers the components of DHTML, DHTML operating methodologies and many other topical areas. Tests for Adobe PageMaker 6.5 and Web Design Mastery are also available.
Distribution Associate	60	The following six competencies form the framework for the **Distribution Associate Selector**: • **Experience**. Long, stable, and successful work history. • **Orderliness**. Organized, neat, clean, detail-oriented, and deliberate. • **Physicality**. Preference for physical, hands-on, out-of-doors activities. • **Self-esteem**. Strong self-concept; satisfied with life; optimistic and proud. • **Stamina**. High energy, long attention span and the ability to do repetitive work.

		• **Values**. Personally accountable, compliant with authority, and risk avoidant.
Distribution Associate (Spanish)	60	The following six competencies form the framework for the **Distribution Associate Selector**: • **Experience**. Long, stable, and successful work history. • **Orderliness**. Organized, neat, clean, detail-oriented, and deliberate. • **Physicality**. Preference for physical, hands-on, out-of-doors activities. • **Self-esteem**. Strong self-concept; satisfied with life; optimistic and proud. • **Stamina**. High energy, long attention span and the ability to do repetitive work. • **Values**. Personally accountable, compliant with authority, and risk avoidant.
Distribution Associate ST	60	Staples DAS
Distribution Associate v3	60	The following six competencies form the framework for the **Distribution Associate Selector**: • **Experience**. Long, stable, and successful work history. • **Orderliness**. Organized, neat, clean, detail-oriented, and deliberate. • **Physicality**. Preference for physical, hands-on, out-of-doors activities. • **Self-esteem**. Strong self-concept; satisfied with life; optimistic and proud. • **Stamina**. High energy, long attention span and the ability to do repetitive work. • **Values**. Personally accountable, compliant with authority, and risk avoidant.
DOS 6.x	50	The DOS 6.x test measures advanced knowledge of the Microsoft DOS PC operating

system. This test is not appropriate for casual DOS users. It is designed for testing operating system experts and focuses primarily on technical skills.

Tests for Microsoft Foundation Class and Microsoft Site Server 3.0 are also available.

Dosage Calculation	40	The Dosage Calculation test assesses the skill level of the test taker by targeting such skill areas as the ability to calculate drug conversions, knowledge of clinical procedures in context of medications, knowledge of Pharmacology, as well as definitions and terminology related to the medical profession. There is also an element of medical laboratory knowledge and medical abbreviations.
		Assessments for Registered Nurse and Medical Assistant are also available.
DreamWeaver	46	DreamWeaver is a professional visual editor used for creating and managing web pages. This multiple-choice test examines user skills from basic to advanced level and is appropriate to test the skills of anyone applying for a job in web design, web development or graphic arts.
		Tests for Netscape Webserver, Web Design Mastery and Web Commerce Security are also available.
E Commerce Concepts: Architecture and Design	32	The E Commerce Concepts: Architecture and Design test measures the test taker's ability to devise, plan, and implement a standard web site. This test covers a range of topics from the most basic challenges facing a web designer, including data persistence and best practices, to more complex projects. It was designed to avoid language-specific or product-specific questions. There is no bias placed on any architecture or software; instead, this test focuses on the unifying principles common to all eCommerce web sites.
		Tests for Web Design Mastery and E-Commerce Concepts - Deployment are also available.
E Commerce	33	The E-Commerce Concepts: Deployment test strives to test a user's ability to design a

Concepts: Deployment		strategy for deploying a "live" website. This test covers the common features of web hosting companies and how to choose between them. It also covers registration of a domain, activation in order that the world can find the user's site, testing of a domain previous to deployment as well as after the data has been transferred to the new site. Finally, the so-called best practices for web site deployment are addressed within the test. Tests for E-Commerce Concepts: Architecture and Design, Web Commerce Security, and Web Design Mastery are also available.
EDI (Electronic Data Interchange)	54	Electronic Data Interchange (EDI) is the computer-to-computer transmission of data in structured, standardized formats. Companies' worldwide use EDI to exchange standard business documents electronically without human manual intervention. Translation software is the backbone and is used to convert data extracted from an application into a standard EDI format for transmission to one or more trading partners. This test has been created to measure the overall general skill and knowledge of an EDI professional. This test does not include questions regarding specific EDI software applications.
EEOC Compliance	35	The Equal Employment Opportunity Commission (EEOC) Compliance test contains questions covering such topics as employment conditions and practices, reasonable accommodations, discrimination, and equalizing pay rates. This test is appropriate to administer to anyone who must be EEO compliant in their hiring practices. Tests for Human Resource Basics, Interviewing & Hiring Concepts and Office Management Skills are also available.
Electrical Engineering: Electronics and Communications	50	The Electrical Engineering: Electronics and Communications test covers the technology and terminology used by engineers working with analog systems, digital computers, and communications. The covered subjects include practical applications of electrical theory, analog and digital design, computer design and application, and communications systems. All

questions can be answered by qualified candidates without use of a calculator or reference book. The test results will help gauge the candidate's suitability for positions in design, manufacturing, systems operation, maintenance, and technical sales.

Tests for Electrical Engineering: Power & Control and Electronic Schematics are also available.

Electrical Engineering: Power and Control	50	The Electrical Engineering: Power and Control test covers the technology and terminology used by engineers working in traditional practice. The subjects herein include practical applications of power and control theory, design of power and control equipment, and electrical construction and maintenance. Most questions can be answered without a calculator or reference book, thereby testing the general familiarity with electrical engineering principles and problems. The test results will help gauge the candidate's suitability for positions in plant operations, consulting, construction, equipment design, and technical sales. Tests for Electrical Engineering: Electronics & Communication and Mechanical Engineering: Thermodynamics Fundamentals are also available.
Electricians	60	The Electricians test covers all areas of industrial electrical installations and repair. There are some basic questions that require common sense, however the vast majority of questions are technical in nature. This test is appropriate to administer to anyone who is to function as an electrician. Tests for Electronic Schematics and Basic Electronics are also available.
Electronic Schematics	46	The Electronic Schematics test covers the most basic electric fundamentals as they relate to the electronics field. The test addresses the basic building blocks of a circuits (resistors, capacitors, diodes and transistors) and schematics. This test is geared toward the person with at least one year of experience in electronics. The questions vary between basic, intermediate and advanced levels in order to reveal the degree of competency in the topical areas.

Tests for Electricians and Basic Electronics are also available.

Email Etiquette	40	This test is designed to determine a candidate's knowledge of email etiquette - from very basic questions to advanced ones. It covers a range of topics from email policy, to the structure and layout of email for both personal and business purposes. Assessments for Internet Basics, Mailroom Management Skills and Office Grammar and Spelling are also available.
English as a Second Language	42	The English as a Second Language test aims at assessing the skill level of the test taker in employing English for communication. Such topics addressed include conversational English, subject/verb agreement, homonyms, and acronyms. Tests for Call Center: Listening Skills [audio] and Reading Comprehension are also available.
English Ruler Reading	15	The English Ruler Reading test will test the understanding of the English linear measurement system used in conjunction with a standard scale, or ruler. It also tests the ability to add and subtract fractions, which is essential in the proper usage of an English scale or ruler. This test is appropriate to administer to anyone who needs to use or read rulers. Tests for Metric Ruler Reading and Basic Industrial Math are also available.
Enterprise JavaBeans [EJB]	45	The Enterprise JavaBeans (EJB) test is intended to test the candidate's understanding of the EJB specification. The test aims to determine the understanding and experience of the candidate in using the EJB architecture in order to create and deploy both Session and Entity beans. The major categories herein are EJB Architecture, Session Beans, Entity Beans and EJB Deployment. Finally, while much of the EJB deployment is container specific, this test addresses the general knowledge areas associated with deployment. This test is appropriate to administer to those with one year of experience working with EJB.

Tests for Java Enterprise Development, Java Server Pages and Java Swing are also available.

Entry Level Industrial Skills	35	The Entry Level Industrial Skills test aims at assessing those skills that will allow the test taker to work effectively on the job in an entry level industrial position. Such skills include basic math and English skills as well as the ability to follow directions and handle ethical considerations while on the job.

Assessments for Counting, Matching - Images, and Basic Industrial Skills are also available.

Ethernet Networking	30	Ethernet is the dominant LAN architecture used in today's corporate networks. With this observation in mind, network engineers employed to support these networks need to have a solid understanding of this technology, both in theory and practice, in order to perform their job efficiently and effectively. This test is intended to be used in conjunction with the interview process to evaluate the individual's knowledge and skill level with regard to Ethernet technology. The questions presented in this test address seven categories which, when combined, cover the subject body that comprises the Ethernet knowledge domain. The seven categories include 1) Operational Principles 2) Protocol Internals 3) Cabling 4) Design 5) Support/Installation 6) Troubleshooting 7) Performance.

Tests for LAN Hardware and Network Security are also available.

FileMaker Pro 6	44	The FileMaker Pro 6 database software lets users store, retrieve, organize, and analyze all types of data from complex billing records to customer accounts to home-video collections. It allows users to manage vast quantities of information, as well as share this information with other applications both on the network and over the Internet.

The FileMaker Pro 6 test covers a comprehensive range of topics, designed to evaluate the test taker's familiarity with general program usage and interface controls; ability to create and manage fields, field interactions, styles and relationships; skills applicable to calculations and scripting functionality; understanding of web and network integration; as well as knowledge of

database security features and limitations. This test is appropriate for people with prior knowledge of FileMaker Pro software (version 6 or lower), who are working in the field of database development, database design or database administration.

Tests for Adobe PageMaker 6.5 and Corel Quattro Pro 9.0 are also available.

Filing by Name	30	The Filing by Name assessment measures the test taker's ability to categorize items and alphabetize proper names using basic filing procedures. This test is designed for job candidates who need filing skills in order to perform their job successfully. Tests for Office Filing Skills and Basic Office Skills are also available.
Financial Analysis	50	The Financial Analysis test covers techniques of financial analysis employed as practical means of managing and measuring business performance. The test covers such topical areas as the preparation and maintenance of balance sheets, operating statements and cash flow statements as well as performing market analysis, economic analysis, operation analysis and financial accounting. This test is appropriate to administer to those applying to work as a financial analyst. Tests for Auditing, Financial Math and Corporate Tax Accounting are also available.
Financial Customer Service Representative	65	Nearly the same as Bank Teller Selector, just fixed problem items and replaced 2 in Responsibility. Sept 20 2006
Financial Management	45	The Financial Management Test is designed to assess various skill levels and competencies in the financial management of a company. The test is specifically geared towards assessing skill level and basic knowledge of 1) financial markets and interest rates, 2) the financial management of working capital, 3) the determination of optimal capital structure and firm valuation, 4) accounting and controlling, 5) applying financial planning and decision support

principles, and 6) understanding business combinations and restructurings. These are the concepts and areas of knowledge that the finance manager must deal with on a daily basis. The target audience would be those persons applying for managerial and staff positions in financial planning and analysis; financial and cost accounting (CFO, Controller, Accounting Manager) including managerial positions in receivables, payables and inventory; and treasury management/staff functions.

Tests for Corporate Tax Accounting, Payroll Management, Partnership Tax Accounting and Cost Accounting are also available.

| **Financial Math** | 33 | The Financial Math test covers a variety of topics such as interest, ratios, banking, and basic arithmetic. This test is appropriate to administer to those who will be required to perform financial math on the job. |

Tests for Office Math Skills, Accounts Payable and Accounts Receivable are also available.

| Financial Services Selector | 72 | In addition to predicting overall job success, the **Financial Services Selector** also provides an individual profile of each candidate's likely strengths and "soft spots" in terms of the following competencies: |

- **Achiever**. An internal drive to be busy, active and getting things done.
- **Stress Tolerance**. High self-esteem. Proud. Success-oriented. Satisfied with life. Even-tempered; calm in difficult situations. Able to depend on others. Self-controlled.
- **Agreeableness**. Exemplifies very amiable and cooperative individuals who have a sincere regard toward creating positive experiences with others.
- **Analytical**. Refers to a natural ability to analyze information, anticipate consequences, and exhibit good judgment.
- **Critical Thinking**. Ability to process quantitative data. Verbally skilled. Ability to analyze complex information to reach a decision.
- **Situational Savvy**. Interpersonal skills and practical problem solving abilities. Sound decision making in challenging retail situations involving customers and employees.

- **Conscientiousness**. Strong sense of personal accountability, values, and responsibility. Organized, orderly. Achievement-oriented.
- **Detail Orientation**. The tendency toward completion, organization and accuracy.

Financial Spelling	32	The Financial Spelling test measures a user's ability to spell financial terms. The test is in a text editing format. The test taker is required to identify whether a word is spelled correctly and if necessary, edit misspelled words. This test is designed for financial officer personnel and administrative assistants who need to have the ability to spell financial terms accurately.
		Tests for Financial Math, Office Grammar and Spelling and Punctuation are also available.
Finish Carpentry	60	The Finish Carpentry test is based on expertise gained in the field of finish carpentry. Common trade specific terms, techniques, tools and mathematical problems that are used on a daily basis are the subject areas that comprise this test. This test is appropriate to administer to anyone who is looking to function in a finish carpentry capacity.
		Tests for Rough Carpentry, English Ruler Reading, Metric Ruler Reading, Flooring Skills and Math and Reasoning Skills are also available.
Fixed Assets	34	A Fixed Asset is a long-term, tangible asset that is not expected to be liquidated in the current or upcoming fiscal year. The Fixed Assets assessment's topics includes identifying items classification on Balance Sheets vs. Income Statements, Expenses vs. Assets, and more. The majority of questions are very straightforward for the candidate who has at least one year's experience in accounting.
		Assessments for Accounting Terminology - Basic and General Accounting are also available.
Flooring Skills	46	The Flooring Skills test covers the installation and upkeep of various types of flooring. This assessment addresses such topical areas as water damage, climate acclimation, refinishing, and laying flooring over existing flooring. The test aims at determining whether the candidate

possesses a basic knowledge of various types of flooring as well as the ability to identify proper tools and materials needed to efficiently and effectively perform on the job. This test is appropriate to administer to a person working on installing and/or caring for vinyl, wood, tile and carpet flooring.

Tests for Metric Ruler Reading, Rough Carpentry and Shop Math are also available.

Following Verbal Instructions [audio]	20	The test for Following Verbal Instructions [audio] assesses the listening skills of the test taker and their ability to carry out directions in that context. Assessments for Following Written Instructions and Matching are also available.
Following Written Instructions	17	The Following Written Instructions test aims at determining the skill level of the test-taker in reading, assessing and applying written instructions to clerical tasks. The test focuses on tasks between filing, organization, order of action (prioritizing) and compilation of information (documentation). Assessments for Analytical Skills, Following Verbal Instructions [audio], Clerical Proofreading and Reading Comprehension are also available.
Food Production	40	The Food Production test focuses on knowledge regarding packaging, sterilization, handling, FDA regulations, transporting, and distribution of food. The test is appropriate for test takers who are currently working in the food industry or who are considering a position in the food industry in any of the areas listed above. It tests for knowledge in a variety of food product productions that share common standards with each other regarding rules, laws, processes, and procedures. Product-specific questions are very limited in number. Many industrial tests are available. Please see our entire library for additional tests that will fulfill all of your testing needs.

Forklift Operation	39	The Forklift Operation test is appropriate for test takers who are currently operating forklifts or supervise those who operate forklifts. It tests for knowledge and skills used in the safe operation of forklifts, which according to OSHA, includes tractors, platform lift trucks, motorized hand trucks as well as other specialized industrial trucks powered by electric motors or internal combustion engines. Topics include Forklift Safety, Forklift Maintenance, and Operation of a Forklift.

Assessments for Wholesale Distribution Knowledge, General Maintenance and Safety in the Workplace are also available.

FORTRAN 77/90	42	An acronym for FORmula TRANslator, FORTRAN, is the oldest high-level programming language. Designed by Jim Backus for IBM in the late 1950s, it is still popular today, particularly for scientific applications that require extensive mathematical computations. This test covers the two most important versions, FORTRAN 77 and FORTRAN 90.

Tests for COBOL and Informix are also available.

French Canadian Basic Office Skills	46	The French Canadian version of the Basic Office Skills, measures basic math and verbal skills. The test questions are evenly dispersed among the following topical areas.

Basic Math (adding numbers, subtracting fractions)
Business Math (business related word problems)
Filing Skills (recognizing alphabetical order)
Grammar
Spelling

This test is designed for job candidates who need basic math and verbal skills in order to perform their job successfully.

Assessments for French Canadian Office Grammar and Spelling and French Typing are also available.

French Canadian Basic Office Skills [No Math]	25	The French Canadian version of the Basic Office Skills [No Math] measures basic verbal skills. The test questions are evenly dispersed among the following topical areas. Filing Skills (recognizing alphabetical order) Grammar Spelling This test is designed for job candidates who need basic verbal skills in order to perform their job successfully. Assessments for French Canadian Office Grammar and Spelling and French Typing are also available.
French Canadian Basic Office Skills [No Verbal]	21	The French Canadian version of the Basic Office Skills [No Verbal] measures basic math skills. The test questions are evenly dispersed among the following topical areas. Basic Math (adding numbers, subtracting fractions) Business Math (business related word problems) This test is designed for job candidates who need basic math skills in order to perform their job successfully. Assessments for French Canadian Office Grammar and Spelling and Typing are also available.
French Canadian Basic Reading Comprehension	30	The French Canadian Basic Reading Comprehension test examines the test taker's ability to draw important information from written material in French. Test takers are asked to read text passages and answer questions, identify words based on how they are used in a sentence, and determine whether a statement is a fact or an opinion.

This test is designed to be administered to applicants for positions where the need for a demonstrated ability to understand basic written information in French is important.

Assessments for French Canadian Basic Office Skills, French Canadian Office Grammar and Spelling, and French Typing - General are also available.

| **French Canadian Call Centre Customer Service Survey** | 72 | This French Canadian version of the Call Centre Customer Service Survey is designed to measure customer service orientation, knowledge of preferred customer service behaviors, and customer service practices as they pertain to the call centre environment.

Most questions have a best and second best answer, scoring 2 and 1 points respectively. The best possible points for this survey is 144, however also provided is a percentage score that is based on points scored.

Assessments for French Typing and French Canadian Office Grammar and Spelling are also available. |
| --- | --- | --- |
| **French Canadian Call Centre Telephone Etiquette** | 38 | The French Canadian version of the Call Centre Telephone Etiquette test focuses on determining the test taker's ability to handle difficult calls, contribute positively to the call centre working environment as well as the degree to which effective listening skills have been honed.

This test is appropriate to administer to those who conduct much of their work over the telephone.

Assessments for French Canadian Call Centre Customer Service Survey and French Canadian Office Grammar and Spelling are also available. |
| **French Canadian Office Grammar and Spelling** | 42 | The French Canadian version of the Office Grammar and Spelling Skills test measures the test taker's knowledge of spelling, sentence structure, punctuation, and word usage. This test is designed for job candidates who need verbal and written skills in order to perform a job |

successfully.

Assessments for French Typing and French Canadian Call Center Customer Service Survey are also available.

| **French-English Bilingual** | 39 | The French-English Bilingual test aims at assessing the test taker's ability to read English and French and answer questions regarding what they've read. Everyday scenarios involving business situations, formalities, definitions and mathematics are presented. |

Tests for Call Center Listening Skills [audio] and Call Center Customer Service Survey are also available.

| **General Accounting** | 55 | The General Accounting assessment is designed to thoroughly test a candidate's level of knowledge of Accounting principles, concepts, and terminology. This test is aimed at Basic office accounting personnel, clerks with 1 to 2 years experience, new accounting graduates, and financial accounting personnel. Its coverage ranges from basic accounting principles such as debits, credits, adjusting entries to more advanced accounting, such as financial statements, investing, and operating activities. |

Assessments for Payroll, Accounts Payable, and Accounts Receivable are also available.

| **General Ledger Knowledge** | 39 | The General Ledger Knowledge test seeks to determine the knowledge level of a candidate seeking employment in the field of accounting. The questions on this test range in difficulty from basic, which a candidate with as little as one year's experience should be able to answer, to questions which are more challenging and will probably only be answered correctly by those candidates with more experience or those who are seeking professional qualifications in accounting. The balance between basic, intermediate and advanced level questions provide an adequate reflection of a candidate's knowledge base. The test is designed to be relevant to candidates who have worked with either manual or computerized systems, as well as a combination of the two. |

Tests for Bookkeeping - Professional, Financial Math and Payroll Clerk are also available.

| **General Maintenance** | 50 | The General Maintenance test is based on four different areas of knowledge; plumbing, electrical, carpentry and general maintenance problems (for example, changing light fixtures). The questions are composed of some of the most common tasks in these fields. This test is appropriate to administer to those functioning in a general maintenance capacity.

Tests for Safety in the Workplace and Plumbing Quality are also available. |

| **General Pharmaceutical Knowledge** | 37 | The General Pharmaceutical Knowledge test is aimed at assessing the various areas of knowledge of pharmacists working within the field. This test covers patient records, pharmacy mathematics, drug interactions, patient counseling, drug measurements, and drug side effects. The test is intended to be administered to those with at least one year of pharmaceutical experience in a community, hospital, nursing home, and/or LTC environment.

Tests for Medical Terminology and Pharmaceutical Terminology are also available. |

| **German-English Bilingual** | 39 | The German-English Bilingual test aims at assessing the test taker's ability to read English and German and answer questions regarding what they've read. Everyday scenarios involving business situations, formalities, definitions and mathematics are presented.

Tests for Call Center Listening Skills and Call Center Customer Service Survey are also available. |

| **Great Plains** | 39 | The Great Plains test aims at assessing the skill level of the test taker in using Great Plains in the professional environment. Topical areas included, but are not limited to; Great Plains Windows, Reports, Inquires, and Transactions.

This test is intended to be administered to people expected to employ their working knowledge of Great Plains in the field. |

Tests for Financial Analysis, SAP for Users and Financial Math are also available.

GroupWise 5.x	48	GroupWise is a member of a breed of software called Groupware. Groupware allows teams of people to communicate, to share information and documents, and work together more efficiently. GroupWise and Lotus Notes are both members of Groupware.

GroupWise combines a powerful email system with a database and a word processing program. This test for GroupWise is non-version specific and covers issues related to implementing and administering a GroupWise system.

Tests for Lotus Notes 5.0 for Developers, Lotus Notes 5.0 for Users, and Lotus Word Pro Millennium are also available.

Gupta Centura	50	The Gupta Centura test measures an applicants knowledge in the following areas; SQL in relation to Gupta Centura programming, Reports – QRPS, Data Operation, Push Buttons and Errors, among others. This test is appropriate to administer to people with one year of experience. The test contains basic, intermediate and advanced level questions in order to indicate those with more advanced knowledge.

Tests for SQL Entry Level and SQL Server 2000 Developer are also available.

Hardware Troubleshooting	40	This Hardware Troubleshooting test poses real world questions aimed at assessing the test taker's skill level in Hardware Troubleshooting. This exam covers the areas of: · General · Motherboards · Processors · Memory · Drives · Video · Displays · Sound · Keyboards · Mice and Trackballs · Communications · Power Supplies

Also available are tests for Internet Security, Technical Support Processes and Microsoft Windows XP Troubleshooting.

| **Hazardous Material Handling** | 43 | The Hazardous Material Handling test is based on four areas of concern that are often encountered in handling hazardous materials. These areas are identifying materials, labeling of materials, packaging and shipping. The questions range from basic to advanced and were constructed to reflect the skill level of the test taker in the four aforementioned areas. This test is intended for someone with at least one year of hazardous materials handling experience.

Tests for Safety in the Workplace and EEOC Compliance are also available. |

| Health Care Associate | 75 | In addition to predicting overall job success, the **Health Care Associate Selector** also provides an individual profile of each candidate's likely strengths and "soft spots" in terms of the following competencies:

- **Conscientiousness**. Respectful of, and compliant with, authority. Willing to work within prescribed procedures and toward achievement of quality standards. Strong sense of responsibility and personal accountability. Neat, orderly and organized. Likely to be a good team member and follow directions. Likes to help others.
- **Experience**. Has a stable, positive work history. Tends to stick to one industry or job type. Shows up for work when scheduled. Had positive, active experiences in school.
- **Maturity**. Self-disciplined. Even-tempered. Stays calm and cool when the going gets tough. Can tactfully handle upset customers. Flexible.
- **Practicality**. Practical, down-to-earth, and comfortable with routine and conformity. Preference for stable working conditions and operations, as opposed to constantly changing situations.
- **Self-Esteem**. Satisfied with life and proud of accomplishments. Self-confident, positive and proactive. |

| Health Care Associate (Spanish) | 75 | In addition to predicting overall job success, the **Health Care Associate Selector** also provides an individual profile of each candidate's likely strengths and "soft spots" in terms of |

the following competencies:

- **Conscientiousness**. Respectful of, and compliant with, authority. Willing to work within prescribed procedures and toward achievement of quality standards. Strong sense of responsibility and personal accountability. Neat, orderly and organized. Likely to be a good team member and follow directions. Likes to help others.
- **Experience**. Has a stable, positive work history. Tends to stick to one industry or job type. Shows up for work when scheduled. Had positive, active experiences in school.
- **Maturity**. Self-disciplined. Even-tempered. Stays calm and cool when the going gets tough. Can tactfully handle upset customers. Flexible.
- **Practicality**. Practical, down-to-earth, and comfortable with routine and conformity. Preference for stable working conditions and operations, as opposed to constantly changing situations.
- **Self-Esteem**. Satisfied with life and proud of accomplishments. Self-confident, positive and proactive.

Healthcare Benefits Knowledge	40	This test will cover Healthcare Terminology, Eligibility Criteria & Guidelines, Products & Benefit Usage, Premium, Billing Adjustments & Discrepancies. This test is best suited to be administered to: Eligibility Consultants, Benefit Consultants, Billing/Premium Consultants, HR Generalists, HR Personnel, and Benefit Administrators. This test will identify the test takers understanding of frequently used healthcare terminology, their knowledge of established procedures and guidelines pertaining to eligibility, adds, changes, terminations. This test, will further challenge the test takers ability to identify healthcare products, the usage of benefits, and will also identify their level and ability to resolve billing, premium adjustments and discrepancies. ***It is suggested that a calculator be provided to the test taker while administering this test. Tests for Medical Records Billing as well as Human Resources Basics are also available.

Healthcare Industry Terminology	36	This exam will test the healthcare worker with at least one year's experience in various areas, including diseases, diagnosis, physical examinations, and therapy. Such topics covered in the exam are basic drug groups, common diseases, medical abbreviations, medical terminology, and various fields of medicine. Please view the entire Medical Staffing Package for additional tests that may fit your testing needs.
HIPAA - Clinical Staff	35	The HIPAA - Clinical Staff test was created for those that work in the clinical healthcare setting. The test supports such topics as HIPAA regulations, medical records, legal aspects of HIPAA, violations of HIPAA, patient's rights, electronic transmission and job safety. This test is appropriate to administer to Registered Nurses (RNs), Licensed Practical Nurses (LPNs), Licensed Vocational Nurses (LVNs), Certified Nursing Assistants (CNAs) and Nursing Assistants. Tests for Bloodborne Pathogens - Infection Control, Medical Assistants and OSHA are also available. Please see our entire line of Healthcare tests for additional tests that will fit your needs.
HIPAA Administration	36	This test is designed to measure the knowledge and skills in the core areas of HIPAA Privacy Requirements, Security Requirements, Transactions and Code Sets Requirements. The test is broken down into basic, intermediate and advanced levels of knowledge in order to inform the test administrator of the degree of familiarity that the test taker possesses in regards to HIPAA privacy requirements. Tests for Medical Assistances, Medical Billing, Medical Claims Processing and Medical Office Personnel Skills are also available.

Home Inspection Skills   35

The Home Inspection Skills test covers topical areas such as potential problems associated with aluminum wiring, methods for inspecting electrical components, as well as the responsibilities often associated with home inspection. This test also covers more general areas such as inspecting for roofing systems, electrical systems, structural systems, plumbing systems, and heating systems. This test is appropriate to give to anyone who functions or wish wishes to function as a Home Inspector.

Tests for Electricians and Plumbing Quality are also available.

Hospitality Associate 1   90

In addition to predicting overall job success, the **Hospitality Associate Selector** also provides an individual profile of each candidate's likely strengths and "soft spots" in terms of the following competencies:

- **Confidence**. Assertive, persuasive. Positive, enthusiastic. High self-esteem. Prefers challenging goals and work tasks. Natural leadership tendency.
- **Experience**. Achieved good grades in school. Was active in school activities. Has a stable track record of employment. Tends to stick to one job, in one industry.
- **Maturity**. Self-controlled, even-tempered. Likely to remain cool and calm in challenging situations with customers and co-workers. Tactful, diplomatic. Considerate of others. Satisfied with place in life.
- **Responsibility**. Strong sense of personal accountability, values, and responsibility. Organized, orderly. Respectful of authority. Willing to work within prescribed rules, procedures and policies.
- **Situational Savvy**. Likely to make appropriate decisions in hospitality settings. Will tend to exhibit good common sense and interpersonal skills.

Another version of the Hospitality Associate Selector is available without the Situational Savvy competency

Hospitality Associate 2   60

In addition to predicting overall job success, the **Hospitality Associate Selector** also

provides an individual profile of each candidate's likely strengths and "soft spots" in terms of the following competencies:

- **Confidence**. Assertive, persuasive. Positive, enthusiastic. High self-esteem. Prefers challenging goals and work tasks. Natural leadership tendency.
- **Experience**. Achieved good grades in school. Was active in school activities. Has a stable track record of employment. Tends to stick to one job, in one industry.
- **Maturity**. Self-controlled, even-tempered. Likely to remain cool and calm in challenging situations with customers and co-workers. Tactful, diplomatic. Considerate of others. Satisfied with place in life.
- **Responsibility**. Strong sense of personal accountability, values, and responsibility. Organized, orderly. Respectful of authority. Willing to work within prescribed rules, procedures and policies.

HTML 2.0/3.0	35	HTML (HyperText Markup Language) is the language most commonly used to create World Wide Web pages. This test is designed to verify that the test taker understands HTML and can demonstrate exposure to the language as well as the ability to use it to develop Web pages. This test is designed to test the technical abilities of Web page development, not the creative or artistic skills used in making a Web page. Tests for Web Design Mastery and Web Commerce Security are also available.
HTML 4.0	43	The HTML 4.0 test was developed for individuals who have had some basic previous experience with HTML. The test covers basic HTML knowledge, crossing versions, as well as questions specific to new elements available only through HTML 4.0 advancements. Among the topics covered are definitions, web browser compatibility, paragraphs, cascading style sheets, tables, images, JavaScript, and data integration. This test is appropriate to administer to those who will use HTML 4.0 on the job. Tests for Web Design Mastery and Web Commerce Security are also available.

| **HTML Developers** | 42 | HTML or (Hyper Text Markup Language) is the primary language used to build Web pages and sites. There are several levels of implementation of the HTML code, which is set by the World Wide Web Consortium or W3C. The basic information provided by HTML tells web browsers how to display pages, what information should appear on each page, and where that information should appear. There are two major browsers in use today, Netscape and Microsoft's Internet Explorer. The implementation of HTML coding within these two browsers varies slightly depending on the browser version. This test measures the knowledge of HTML and its variation within browsers and servers.

Tests for Internet Security and Netscape Webserver are also available. |
| --- | --- | --- |
| **HTML Webmaster** | 50 | The HTML Webmaster test is designed to assess the test taker's knowledge of the design, development, implementation, and maintenance of the elements of a website as well as the programmatic basis for those elements - HTML. The test includes questions about the technical and conceptual issues involved in website development and management.

Tests for Web Design Mastery and Internet Security are also available. |
| **Human Resources Basics** | 49 | The Human Resources Basics test combines questions regarding the various areas and issues within the Human Resources field. It mainly tests the basic understanding of the daily functions within a Human Resources office, with specific questions on the legal function, recruitment, training and compensation.

This test is appropriate to administer to those with a minimum of one year working in the Human Resources field.

Tests for Human Resources Benefits Knowledge, and Interviewing & Hiring Concepts are also available. |
| **Human Resources Benefits Knowledge** | 40 | Over the last two decades, few fields have changed as dramatically as that of employee benefits. This test covers general knowledge regarding employee benefits, benefit planning |

and management, social insurance, group insurance and disability. It also includes medical expenses, dental insurance, non-retirement benefits, pension plan funding, plan installation and administration, and IRAs and executive benefits. This test represents a current snapshot and is appropriate for anyone applying to work in the human resources field.

Tests for Human Resource Basics and EEOC Compliance are also available.

HVAC	56	The HVAC test covers a broad range of topical areas such as refrigeration systems, ventilation systems, heat pump systems and HVAC system components. The test also checks for different knowledge levels by asking basic, intermediate and advanced level questions. It is appropriate to administer the HVAC test to those who are intending to function in an HVAC capacity.

Tests for General Maintenance and Electricians are also available.

IBM AIX 5.1 Administrator	39	AIX is an open operating system from IBM that employs a scalable UNIX platform. AIX runs across the range of RS/6000 systems and was designed for IBM's System/390 or large server hardware platforms. AIX 5.1 is intended to handle increased internet usage from networks as well as greater demands for network security.

The IBM AIX 5.1 for Administrators test covers administration commands used in the maintenance and management of AIX systems. The topical areas addressed within the test include AIX communications, AIX/UNIX architecture, system commands, utilities, and administration. The content is intended to measure the test taker's knowledge base of the IBM AIX 5.1 operating system. This assessment is appropriate to administer to someone that has some prior knowledge and hands-on experience with AIX.

Tests for SCO Unix for Administrators and Ultrix Administrator are also available.

IMS	40	IMS is a mainframe operating system. Among the topical areas addressed within this test are the PCB, Command Code usage, function components and sequence, and definitions. This

test is non-version specific and would be appropriate for programmers and/or developers who will be operating within the IMS platform on the job.

Tests for UNIX Programming and Digital Unix/OSF Programmers are also available.

Individual Income Tax	30	The Individual Income Tax test covers a broad range of topics such as income, deductions, exemptions, filing status and credits. This test is appropriate to administer to those who need to have an in-depth knowledge of how to prepare individual income tax returns.
		Tests for Corporate Tax Accounting and Cost Accounting are also available.
iNet+	43	The iNet+ test poses real-world questions in order to assess pre-employment skill level in internet, intranet and extranet related skills and knowledge. Among the topical areas covered are internet basics and clients, internet development, internet security, networking, and business concepts.
		Tests for Internet Security and Web Design Mastery are also available.
Informix	30	Informix is a relational database management system from Informix Software, Inc. in Menlo Park, CA. Informix is a leading Client/Server development tool that runs on most UNIX platforms. This test is designed to assess developer proficiency with Informix syntax and programming tools.
		Tests for UNIX Programming and UNIX Administrator are also available.
Internet Basics	38	This test for Internet Basics aims at assessing the level at which the test taker has developed skills in regards to Internet usage as well as navigation. Such topical areas include browser functionality, toolbar operations and definitions.
		Tests for Basic Computer Terminology, Internet Research Skills as well as Computer Literacy

are also available.

Internet Research Skills	42	The Internet Research Skills test covers basic terminology of the Internet and the methodology of Internet research, including information evaluation. The test especially focuses on Boolean and symbol searches as well as Internet search tools.

Tests for Internet Basics and Computer Literacy are also available. |
| **Internet Security** | 40 | The Internet Security test covers the following topical areas, Threat/Attacks, Firewalls, Encryption, Intrusion Detection Systems & Security Incidents. This test is appropriate to administer to those who are required to possess Internet security knowledge on the job.

Tests for Web Commerce Security and Apache Webserver are also available. |
| **Interviewing and Hiring Concepts** | 33 | The greatest commodity any company has is the people it employs and the customers it serves. Hiring the right people to do the job is the first battle in the war of competition. The first step in retaining and motivating employees is to develop a well thought-out, preferably, recruitment strategy. Those responsible for hiring must know the basics of interviewing, and should be fully aware of the company's employment policy and legal constraints. These statements are what this test aims to evaluate.

Such topics covered are conducting an interview, evaluating the candidate's work history and interpersonal skills, hiring managers, and analyzing turnover.

Tests for Human Resource Basics, Human Resources Benefits Knowledge, Office Management Skills, and Project Management Fundamentals are also available. |
| **Investment Management: US Equities and Equities** | 41 | The Investment Management test is aimed as assessing the degree of knowledge of the test taker in investment management subject matter. Knowledge from the basic skill level, such as the reading a displayed market, to the advanced level, such as grasping the components |

Products		
		of market indicators, are tested.

This test is appropriate to administer to those with a general understanding of the US equity markets.

Tests for Financial Math, Financial Spelling and Credit Management are also available. |
| Italian Typing - General [1 Minute Hardcopy] | 1 | The Typing Speed test measures the speed and accuracy of a user's typing. The test presents the user with a passage which he/she must type as accurately and quickly as he/she can. This test should be given to anyone whose typing speed needs to be measured.

A score of 0 on the Raw Words per Minute, Mistakes, and Adjusted Words per Minute indicates that the test taker did not follow the passage closely enough for an accurate score to be determined. |
| Italian Typing - General [1 Minute Onscreen] | 1 | The Typing Speed test measures the speed and accuracy of a user's typing. The test presents the user with a passage which he/she must type as accurately and quickly as he/she can. This test should be given to anyone whose typing speed needs to be measured.

A score of 0 on the Raw Words per Minute, Mistakes, and Adjusted Words per Minute indicates that the test taker did not follow the passage closely enough for an accurate score to be determined. |
| Italian-English Bilingual | 39 | The Italian-English Bilingual test aims at assessing the test taker's ability to read English and Italian and answer questions regarding what they've read. Everyday scenarios involving business situations, formalities, definitions and mathematics are presented.

Tests for Call Center Listening Skills [audio] and Call Center Customer Service Survey are also available. |

J2EE	55	Java is one of the most commonly used programming languages. J2EE (now called Java EE) is a specific platform allowing one to build server-side applications for enterprise software. This test poses various questions that cover topics from J2EE and new features that have been added to the Java EE 5 environment. This test includes questions on JSP, JMS, JSTL-EL, JavaBean, Web Service, Java Server Faces (JSF), JDBC, JNDI, EJB, Struts, ORM, Design Pattern, The Servlet Model, MDB, Configuration of Deployment descriptors and deployment.
		Tests for Java Applets Development, Java Server Pages and JavaScript are also available.
J2SE	40	This test covers the core features of the Java 2 Standard Edition (J2SE). It is suitable for anyone who has some familiarity with the Java programming language. Those most-likely to excel in the test will have experience writing a variety of programs using Java, and will understand both the terminology and behavior of the language.
		The topics included are object-oriented programming, primitives and objects, methods and variables, operators, exceptions, flow control, threads, graphical user interfaces and Swing, IO, and collections. The test includes the new features added in J2SE 1.5.0.
		Assessments are also available for Java 2 and Java Servlets.
Java 1.1	38	Java 1.1 is Sun Microsystems' Internet language. This platform-independent programming language runs applications and "applets" (tiny, simple applications) through a web browser. Java enables animation on browsers, as well as changes the way browsers look depending on the site. This test is appropriate to administer to Java developers.
		Tests for JavaScript, Java Beans Development and Java Applets are also available.
Java 2	57	The Java 2 test is designed to determine the skill level of the test taker in Java J2SE 5.0

programming. Topics include Classes, Collections, Data Structures, Exception Handling, Flow Control, Inheritance, Interfaces, JDBC, Keywords/Data Types/Variables, Methods, Operators, and String Classes.

Assessments for J2EE, J2SE, Code Sample - Java - Date/Time Operations, and Code Sample - Java - File Operations are also available.

Java Applets Development	40	The Java Applets Development test is aimed at individuals who mainly development in a Java Applets related environment or individuals who should have complete knowledge of the Java development environment. This test and the Java Beans Development test are expansions of the general Java related tests. Tests for Java 2, Java Swing and Java Beans Development are also available.
Java Beans Development	30	The Java Beans Development test is aimed at individuals who mainly development in a Java Beans related environment or individuals who should have complete knowledge of the Java development environment. This test, as well as the Java Applets Development test, is an expansion of the general Java related tests. Tests for Java Applets Development, Java 2 and JavaScript are also available.
Java Enterprise Development	40	Java is a multi-platform, object-oriented programming language. It is used widely for programming internet enterprise applications, especially "middleware"-the software that extracts and manipulates data from databases before displaying it. This test measures skill in use of the Java programming language for developing enterprise applications. The test is appropriate administer to those who need to demonstrate understanding of employing Java in order to develop enterprise applications. Tests for Java Beans Development, Java Applets Development and Java Server Pages are also available.

Java Entry Level	35	Java 1.1 is Sun Microsystems' Internet language. This is a platform-independent programming language that runs applications and "applets" (tiny, simple applications) through a web browser. Java enables animation on browsers, as well as changes the way browsers look depending on the site. This test is appropriate to administer to entry level Java 1.1 developers.
		Tests for Java 2, JavaScript and Java Swing are also available.
Java Server Pages	39	The Java Server Pages test assesses skills associated with JSP General Programming, JSP Language Constructs, JSP Architectural Considerations, JSP Base Technology Knowledge - JSP Engine, and the ties JSP has to other technologies like JavaBeans and Databases. This test is appropriate for applicants with at least six months of experience with JSP.
		Tests for Java 2, JavaScript and Java Swing are also available.
Java Servlets	40	The Java Servlet test aims at assessing the test taker's skills in working with Java Servlet. The test material covered topics in servlet interface, servlet context, the request, filtering, sessions, the dispatching requests, mapping, security, web applications, deployment descriptor, and JDBC.
		This test is appropriate to administer to Java Developers.
		Tests for Java Swing, Enterprise Java Beans and Java II are also available.
Java Swing	38	The Java Swing test evaluates the test taker's proficiency in Java Swing. Java Swing is based on the Java Foundation Classes (JFC) architecture and is used for user interface development in Java. This architecture facilitates a customizable look and feel without relying on the native windowing system, and simplifies the deployment of applications. This assessment contains multiple-choice questions that cover such topical areas as Swing

basics, layout managers, exceptions, menus, dialog boxes, and trees. This test is appropriate to administer to those who need knowledge of Java Swing fundamentals in order to function in a particular work capacity.

Tests for Java Servlets and JavaScript are also available.

JavaScript   32   JavaScript is a platform-independent, interpreted programming language developed by Netscape Communications Corp. and Sun Microsystems. Originally called LiveScript (and still called LiveWireTM by Netscape in its compiled, server-side incarnation), JavaScript is affiliated with Sun's object-oriented programming language JavaTM primarily as a marketing convenience. In practice, JavaScript is a fairly universal extension to HTML that can enhance the user experience through event handling and client-side execution, while extending a web developer's control over the client's browser. This test is designed to be administered to programmers.

Tests for HTML Developers and HTML Webmaster are also available.

JCAHO   33   This test is designed to assess the level of knowledge of administrators, clinicians, and/or managers involved in the accreditation process within a healthcare organization that are currently accredited or are actively seeking accreditation. The level of difficulty is dependent upon the question, and involves information related to the understanding of the components of JACHO; what the survey process consists of, risk management strategies, and governance issues. The accreditation process is complex, therefore, this test will not only focus on basic knowledge necessary to aid a successful survey, but will include intermediate and advanced knowledge based questions relevant for a variety of participants.

Assessments are also available for Healthcare Industry Terminology and Medical Records Legal Issues.

JCL   56   JCL is the script language used to control the execution of programs in IBM OS/360's batch systems. JCL is a mainframe job control language. This test covers a mix of developer and

operator skills and is non-version specific.

Tests for .NET Programming - Jscript and HP-UX Programming are also available.

JD Edwards	36	The JD Edwards test is intended to test the knowledge of the test taker in working with JD Edwards on a day to day basis. Such topical areas addressed are journal entry manipulation, general JD Edwards movements, model journal entries, G/L research, batch approval and posting as well as intercompany transactions.

Tests for QuickBooks Pro 2000, Great Plains and SAP for Users are also available.

LAN Hardware	44	The LAN Hardware test is designed to measure skills relating to physical networking and its applications. Among the topical areas covered are sub-nets and routing, cabling, protocols and specifications. This test is appropriate to administer to network technicians, network engineers and systems engineers.

Tests for Network Security and Network Administration are also available.

Lathe Operator	25	The Lathe Operator test is intended to assess the skill level of the test taker in CNC Lathe operation. The test is made up of several different aspects of lathe operation including basic print reading, Caliper and Micrometer reading, Part Loading, Offsets, and more. This test was designed for those with at least one year of CNC Lathe operating experience.

Tests for Basic CNC and Caliper & Micrometer are also available.

Legal Abbreviations	39	The Legal Abbreviations test requires the correct identification of abbreviations in relation to words common to the legal industry. Acronyms are also addressed herein. This test is appropriate to administer to those who work in the legal profession in any capacity.

Assessments for Basic Litigation, Legal Assistant, Legal Spelling, and Legal Filing Skills are

also available.

Legal Assistant   46   The Legal Assistants test consists of multiple choice questions which address such topics as legal definitions, contracts, agreements, and ethical codes. This test is appropriate to administer to those intending to function as a Legal Assistant.

Tests for Legal Spelling, Legal Vocabulary and Paralegal Skills are also available.

Legal Filing Skills   35   The Legal Filing Skills test measures three variables; the ability to file, research, and manage business and legal documents in an office or library environment. The test is intended to assess both entry- and mid-level support personnel responsible for records management in the workplace.

Tests for Legal Spelling, Legal Assistant and Legal Staff Skills are also available.

Legal Spelling   60   The Legal Spelling test is intended to measure spelling accuracy with a focus on legalese. The test is of a general nature and caters to a broad range of words employed in the legal profession. It is for this reason that an overall spelling knowledge of legalese is helpful in completing this test successfully. The test covers both litigation and contract law terminology as well as words common to the English language, but often utilized in legal discourse.

Tests for Legal Typing, Legal Spelling and Legal Vocabulary are also available.

Legal Staff Skills   20   The Legal Staff Skills test measures knowledge of terminology and practices which should be commonly known by legal secretaries. This test is designed for entry level legal secretaries and assistants.

Tests for Legal Assistant, Legal Filing and Legal Spelling are also available.

Legal Vocabulary   45   The Legal Vocabulary test covers a variety of topics such as criminal law, personal injury

terminology, general litigation, and wills and estates. Test takers are asked to determine the proper word or words that fit different situations. This test is appropriate to administer to those working within the legal industry.

Tests for Basic Litigation Knowledge, Legal Abbreviations, and Legal Spelling are also available.

Linux Administration   52   Linux is a free Unix-type operating system originally created by Linus Torvalds with the assistance of developers around the world. Developed under the GNU General Public License, the source code for Linux is freely available to everyone. Due to the very nature of Linux's functionality and availability, it has become very popular worldwide, and a vast number of software programmers have taken Linux's source code and adapted it to meet their individual needs. At this time, there are dozens of ongoing projects for porting Linux to various hardware configurations and purposes. This test covers such topics as general Linux, kernel languages, paging programs, network card setup, firewalls, partitioning, and device files. This test is appropriate to be given to Linux Administrators.

Tests for Lotus Notes Administration, OS/2 for Administrators and Act! 2000 for Administrators are also available.

Listening Skills [audio]   20   This test, entitled Listening Skills [audio], will assess the test taker's ability to listen attentively, infer meaning, and translate into course of action. It employs audio-based office simulations that call on the test taker's attention to detail and problem solving skills.

Tests for Basic Office Skills and Office Grammar and Spelling are also available.

LoadRunner   41   The LoadRunner test is intended to test the working knowledge of the test taker of LoadRunner 6.0 on Windows and Unix platform. The test addresses different types of Vuser, VuGen and Controller functionality, Load testing concepts, generating script for Vuser by recording and programming, debugging, running and analyzing results. It is appropriate to administer to those working with LoadRunner at their place of employ.

Tests for WinRunner 6.02 and Ethernet Networking are also available.

Loan Officer Skills	35	The Loan Officer Skills test is designed to assess the proficiency of a loan officer in four major categories. These categories are as follows: Consumer lending, commercial lending, mortgage lending and regulatory compliance. This test is appropriate to administer to those working or intending to work as a loan officer.

Tests for Loan Processing Skills, and Loan Underwriting Skills are also available.

Loan Processing	35	The Loan Processing test is a recapitulation of loan processing and investor dedication in capital markets, or as more commonly referred to in the mortgage banking industry as "the secondary market."

Mortgage banking is clearly the most complex and quantitative customer financial business. It demands a very high level of discipline and analytical rigor that is not a high requirement in other businesses. Advances in automation technology have made "tracking" of essential documentation by loan processors less laborious. Thus, the mindset of loan processors is on input accuracy, assembling necessary loan documentation, and is not a judgment step which is the responsibility of loan underwriting. The confluence of increased standardization and increased economic returns has made mortgage lending an attractive investment and business.

Such topics covered in this exam are procedural ratification, file maintenance, workflow, and industry terminology.

Please also see the entire Accounting Skills package available for additional test that may fit your testing needs!

Loan Underwriting Knowledge	29	The Loan Underwriting test is aimed at evaluating the test taker's knowledge of the policies and procedures commonly employed in the loan underwriting arena for the banking and loans

industry. Such topical areas included are loan approval, underwriting methodology, appraiser qualifications, credit information, title exceptions, and various practices and procedures. This test is appropriate to administer to those with one to two years of experience in loan underwriting.

Tests for Title Insurance Knowledge, Financial Analysis and Credit Management are also available.

Lotus 1-2-3 Millennium

30

Lotus 1-2-3 Millennium is a popular spreadsheet application. It is included in the Lotus SmartSuite, which also includes WordPro and Freelance Graphics.

The Lotus 1-2-3 Millennium test is designed to assess clerical level users of Lotus 1-2-3 who are required to edit, develop and create 1-2-3 Workbooks. The test evaluates the user's ability to create and develop a basic 1-2-3 workbook including formatting cells, using formulas and changing the overall appearance of the spreadsheet.

Tests for Microsoft Excel 2002 and QuickBooks Pro 2000 are also available.

Lotus Domino 6 for Developers

56

This test for Lotus Notes Developers is aimed at testing skills that a seasoned Notes developer should have in his/her portfolio. This test is designed to identify those candidates with a well rounded knowledge of developing Lotus Domino applications and would thus be an effective member of a Notes Team.

A candidate with sufficient knowledge will be able to easily answer questions on topics regarding details of programming Notes applications, automating tasks, securing applications and data, deploying applications, show familiarity with advanced data techniques, and also with interfacing with non-Notes database.

Assessments for Lotus Notes 5.0 for Developers and Lotus Notes 6.5 for Users are also available.

Lotus Freelance Graphics Millennium 30

Lotus Freelance Graphics is a presentation designer used to create overhead slides and computer-based presentations. This program is included in the Lotus SmartSuite, which also includes WordPro and 1-2-3. The test is designed for clerical level users of Freelance Graphics. It assesses the user's ability to perform common functions such as creating a presentation, as well as more advanced functions like creating Organization Charts and using features that enhance slide shows.

Tests for Lotus WordPro Millennium and Lotus 1-2-3 Millennium are also available.

Lotus Notes 4.0 for Developers 40

Lotus Notes is one of a breed of software referred to as GroupWare. GroupWare is used to manage shared databases, such as policy manuals, training material and client data. GroupWare is also used to create bulletin boards and set up messaging. This test is not appropriate to give to Lotus Notes users nor administrators, but is appropriate for developers.

Tests for SQL Server 2000 Developer and ACT! 2000 Developers are also available.

Lotus Notes 4.5 for Developers 38

Lotus Notes is one of a breed of software referred to as GroupWare. GroupWare is used to manage shared databases, such as policy manuals, training material and client data. GroupWare is also used to create bulletin boards and set up messaging. This test is not appropriate to give to Lotus Notes users nor administrators, but is appropriate for developers.

Tests for SQL Server 2000 Developer and ACT! 2000 Developers are also available.

Lotus Notes 4.5 for Users 75

Lotus Notes is one of a breed of software referred to as GroupWare. GroupWare is used to manage shared databases, such as policy manuals, training material and client data. GroupWare is also used to create bulletin boards and set up messaging. The Lotus Notes 4.5 test is designed to identify knowledge of the basic tools and functions common to many installations of Lotus Notes. As Lotus Notes is a highly customizable application, the test is tailored to the most common uses of the application. This test is not appropriate for developers or administrators. For developers, please see the related Lotus Notes 4.5 for Developers test.

Tests for Lotus Notes 4.5 for Developers and Lotus 1-2-3 Millennium are also available.

Lotus Notes 4.6	30	Lotus Notes is a popular e-mail application. The Lotus Notes 4.6 test is interactive and is designed to test clerical level users of Lotus Notes. The test assesses the user's knowledge of creating, formatting and sending email. Basic scheduling tasks are also included. The test includes basic, intermediate and advanced questions and tests knowledge of the most commonly used features of Lotus Notes. The Lotus Notes 4.6 test is appropriate for any Lotus Notes user who needs to be able to send and receive e-mail, including attachments, and who needs to schedule appointments via Lotus Notes.

Tests for Lotus Notes 4.5 for Users and Lotus Notes for Developers are also available.

Lotus Notes 5.0 for Developers	55	Lotus Notes is one of a breed of software referred to as GroupWare. GroupWare is used to manage shared databases, such as policy manuals, training material and client data. GroupWare is also used to create bulletin boards and set up messaging. Lotus Notes 5.0 for Developers would not be appropriate to administer to Lotus Notes users nor administrators, but is appropriate for developers. This test focuses on the Lotus Notes 5.0 version also referred to as R5.

Tests for Lotus Notes 1-2-3 Millennium and WordPro Millennium are also available.

Lotus Notes 5.0 for Users	49	Lotus Notes is one of a breed of software referred to as GroupWare. GroupWare is used to manage shared databases, such as policy manuals, training material and client data. GroupWare is also used to create bulletin boards and set up messaging. The Lotus Notes 5.0 test for users is designed to identify knowledge of the basic tools and functions common to many installations of Lotus Notes. As Lotus Notes is a highly customizable application, the test is tailored to the most common uses of the application. This test is not appropriate for developers or administrators.

Tests for Lotus Notes 1-2-3 Millennium and WordPro Millennium are also available.

Lotus Notes 6.5 for Users	35	Lotus Notes is often referred to as GroupWare. GroupWare is used to manage shared databases, such as policy manuals, training material and client data. GroupWare is also used to create bulletin boards and set up messaging.

The Lotus Notes 6.5 for Users assessment topics include Client Configuration, Database Knowledge, E-Mail Knowledge, Product Knowledge, and Security. As Lotus Notes is a highly customizable application, the test is tailored to the most common uses of the application with a small focus towards Lotus Notes Administrators.

This test is not appropriate for developers.

Assessments for Lotus Notes Administration and Lotus Notes R5 are also available.

Lotus Notes Administration	43	The Lotus Notes Administration test evaluates the test takers knowledge of Lotus Notes. The test includes such areas as security, set-up, controls, mail, and server administration. This test is appropriate to administer to those intending to function as a Lotus Notes administrator.

Tests for Lotus Notes 5.0 for Developers, Act! 2000 for Administrators and Oracle Applications DBA are also available.

Lotus Notes R5	30	Lotus Notes is a popular e-mail application. The Lotus Notes R5 is an interactive test designed to evaluate clerical level users of Lotus Notes. This test assesses the user's knowledge of creating, formatting and sending email. Basic scheduling tasks are also included. This test includes basic, intermediate and advanced questions and tests knowledge of the most commonly used features of Lotus Notes. The Lotus Notes R5 test is appropriate for any Lotus Notes user who needs to be able to send and receive e-mail, including attachments, and who needs to schedule appointments via Lotus Notes.

Tests for Lotus Notes 5.0 for Users and Lotus Notes WordPro are also available.

Lotus Word Pro Millennium	30	Lotus Word Pro Millennium is a popular word processing application. This program is included in the Lotus SmartSuite, which also includes 1-2-3 and Freelance Graphics. This test is designed to test entry-level users of Word Pro who must edit, develop and create Word Pro Documents. The test assesses the user's ability to create and develop a basic word processing document and a mail merge. It includes basic, intermediate and advanced questions and tests mastery of the most commonly-used commands.

Tests for Lotus Freelance Graphics Millennium and Lotus 1-2-3 Millennium. are also available |
| **LPN/LVN** | 41 | Licensed practical nurses (LPNs), or licensed vocational nurses (LVNs), care for the sick, injured, convalescent, and disabled under the direction of physicians and registered nurses. This assessment covers topical areas, such as HIPAA regulations, clinical procedures, infection control and pharmacology.

Assessments for Registered Nurse (RN), Medical Assistant, and Medical Terminology - General are also available. |
| **Macintosh Basics OS 9** | 25 | The Macintosh Basics OS 9 test is designed to measure the test taker's knowledge of the Macintosh environment and the Macintosh operating system. This test measures knowledge of concepts related to using the Macintosh.

Test administrators can use this test in conjunction with Microsoft Office testing products in order to assess a user's knowledge base in regards to the Macintosh environment. The Microsoft Office products are virtually the same in the Windows and Macintosh platform.

Tests for Corel WordPerfect 9.0 and Adobe PageMaker 6.5 are also available. |
| **Macintosh Technician OS 9** | 40 | The Macintosh Technician OS 9 test covers important troubleshooting and technical skills for Apple Macintosh computers. Topics include hardware, the operating system and networking. |

This non-version specific test is geared towards troubleshooting and other technical positions, and is not geared towards end users.

Tests for Hardware Troubleshooting and Technical Support Processes are also available.

Macintosh Technician OS X   39

The Macintosh Basics OS X test is designed to measure the test taker's knowledge of the Macintosh environment and the Macintosh operating system. This test measures knowledge of concepts related to using the Macintosh.

Tests for Computer Technician Skills and PC Skills Survey are also available.

Macromedia Director MX 2004   70

The Macromedia Director MX 2004 test consists of questions designed to measure a computer-user's level of familiarity with this program. Questions range from basic terminology to understanding and analyzing how Director creates movies. This test is appropriate for computer-users who utilize Macromedia Director MX extensively on the job.

Tests are also available for Macromedia Flash MX 2004 and HTML Developers.

Macromedia Flash 5   30

The Macromedia Flash 5 test is appropriate for all levels of flash authors. The test varies from very basic aspects of flash, to determine if one has the skill set that allows them to work well within a flash production environment, to advanced questions, intended to expose whether the test taker is capable of producing complex and robust flash files.

Tests for Adobe Photoshop 5.5 and Lotus Freelance Graphics Millennium are also available.

Macromedia Flash MX 2004   42

The Macromedia Flash MX 2004 test exams both the basics of animation to develop flash movies and coding ActionScript to develop flash applications. It covers such areas as MovieClips, Timelines, Flash MX GUI and Internet Flash, among others and is appropriate to administer to those that will be expected to use Macromedia Flash MX 2004 on the job.

Tests for Macromedia Flash 5 and Dreamweaver are also available.

Mailroom Management Skills	47	The Mailroom Management Skills test is designed to determine an individual's knowledge in all aspects of a typical mailroom with a particular focus on quality. Topics include mail volume calculations, terminology, handling of special mail, mailroom equipment and safety, as well as compliance with United States Postal Service regulations.

Tests for Math Word Problems, Counting, and Office Grammar & Spelling are also available.

Manager	125	In addition to predicting overall job success, the **Manager Selector** also provides an individual profile of each candidate's likely strengths and "soft spots" in terms of the following competencies:

- **Critical Thinking**. Ability to process quantitative data. Verbally skilled. Ability to analyze complex information to reach a decision.
- **Experience**. Quantity and quality of school and work history.
- **Leadership**. Self-confident, assertive, extraverted and energetic. Comfortable with leadership responsibility.
- **Organization**. Planning and goal-oriented. Neat, orderly. Attentive to details. Personally accountable and compliant with authority.
- **Situational Savvy**. Interpersonal skills and practical problem solving abilities in challenging situations involving employees and customers.
- **Stress Tolerance**. High self-esteem. Proud. Success-oriented. Satisfied with life. Even-tempered; calm in difficult situations. Able to depend on others. Self-controlled.

Manager (French Canadian)	125	In addition to predicting overall job success, the **Manager Selector** also provides an individual profile of each candidate's likely strengths and "soft spots" in terms of the following competencies:

- **Critical Thinking**. Ability to process quantitative data. Verbally skilled. Ability to analyze complex information to reach a decision.
- **Experience**. Quantity and quality of school and work history.
- **Leadership**. Self-confident, assertive, extraverted and energetic. Comfortable with leadership responsibility.
- **Organization**. Planning and goal-oriented. Neat, orderly. Attentive to details. Personally accountable and compliant with authority.
- **Situational Savvy**. Interpersonal skills and practical problem solving abilities in challenging situations involving employees and customers.
- **Stress Tolerance**. High self-esteem. Proud. Success-oriented. Satisfied with life. Even-tempered; calm in difficult situations. Able to depend on others. Self-controlled.

Manufacturing Basics	46	The Manufacturing Basics test assesses the working knowledge of the test taker in such areas as designing for the most economic production method, designing for a minimum number of machining operations and knowing how to specify finish and accuracy no greater than are actually necessary. This test covers the most often used manufacturing processes. Tests for Mechanical Engineering - Machine and Tool Design and Quality Insurance Inspection are also available.
Marketing Fundamentals	46	The Marketing Fundamentals test is aimed at assessing the skill level of the test taker in identifying marketing strategies, applying pricing, setting plans, conducting research as well as creating promotions. This test is appropriate to administer to entry level marketing personnel. Tests for Business Writing, Internet Research and Project Management Fundamentals are also available.
MAS 90 -	40	Mas 90 Bookkeeping is an all around program that is easy to use and very flexible. Mas 90

Bookkeeping

includes various accounting modules for easy processing of data. Each module forms a complete, flexible and accurate accounting software system. An example of some of the modules included are General Ledger, which streamlines the bookkeeping and accounting transactions while providing an unlimited selection of financial reporting capabilities. The next module is Accounts Receivable which is used to track receivables, prepare invoices and billing from within the system, create customer statements as needed, plan and prepare cash flow and statements and provides extensive reporting features as well. Another module is Accounts Payable which can be used to set up accounting by department or division, audit all changes, print vendor checks within the system, and use multiple bank accounts. The next module is Bank Reconciliation which can drastically simplify your monthly reconciliation process as well as detect any errors and unrecorded transactions between your books and bank statements.

Those using Mas 90 Bookkeeping and it's various modules should know principles of accounting, such as data entry and write up procedures, processing of financial statements, billing methods and payment processing methods, payroll procedures and deduction processing in addition to the Mas 90 system.

This test is appropriate to administer to people with one or two years experience in accounting and knowledge of Mas 90 Bookkeeping for Windows functions, with some experience in Accounts Payables and Receivables. With continued use, anybody can master the use-friendly modules in Mas 90 and process professional reports which can be tailored to suit everyone's needs.

Tests are also available for Professional Bookkeeping and General Ledger Knowledge.

Matching - Alphanumeric   60

The Matching - Alphanumeric test aims at assessing the test takers visual accuracy in determining whether a set of numbers, some including symbols, are the same or different. This test is appropriate to administer to those people who will be working with numbers, codes, and money on the job, as it displays the ability of the test taker to acknowledge subtle differences between data, whether from error or purposefully made.

Tests for Matching - Images and Matching - Numeric are also available.

Matching - Digit Numeric	50	The Matching - Digit Numeric test aims at assessing the test takers visual accuracy in determining whether a set of numbers, in digit formation, are the same or different.

This test is appropriate to administer to those people who will be working with digit numeric filing systems on the job, as it displays the ability of the test taker to acknowledge subtle differences between data, whether from error or purposefully made.

Tests for Matching - Alphanumeric, Matching - Images, and Matching - Numeric are also available.

Matching - Images	20	The Matching - Images test assesses an applicant's attention to visual detail and the ability to decipher and match visual elements such as number groupings and shapes.

Assessments for Comparison Skills, Coding, and Counting are also available.

Matching - Numeric	60	The Matching - Numeric test aims at assessing the test takers visual accuracy in determining whether a set of numbers, some including symbols, are the same or different.

This test is appropriate to administer to those people who will be working with numbers, codes and money on the job, as it displays the ability of the test taker to acknowledge subtle differences between data, whether from error or purposefully made.

Math and Reasoning Skills	40	The Math & Reasoning Skills test covers such topics as percentages, multiplication, fractions, word problems, patterns, and comparisons. This assessment would be appropriate to give to any person who needed to use math and/or reasoning skills on a regular basis.

Tests for Math Word Problems and Analytical Skills are also available.

Math Word Problems	28	The Math Word Problems test aims at evaluating an individual's skill in interpreting and solving math word problems. Such topical problems include purchase orders, travel expenses, algebra, percentages and ratios. This test is appropriate for employee's who work with more advanced math related functions.
		Tests for Office Math Skills, Call Center Math and Math & Reasoning are also available.
Mechanical Engineering: Machine and Tool Design	50	The Mechanical Engineering: Machine and Tool Design test is a broad based assessment designed to assess the candidate's familiarity with and understanding of machine and tool design fundamentals. All questions fall into the categories of General, Statics, Fluids, Electrical, Materials, or Tooling. The basic category questions are primarily aimed at a junior engineer with 1-2 years of experience, engaged in the complete design process which is supervised by a more experienced engineer or engineering manager. The intermediate and advanced questions are aimed at more experienced engineers but would provide good instructional topics for the junior engineer.
		A test for Mechanical Engineering - Thermodynamics Fundamentals is also available.
Mechanical Engineering: Thermodynamics Fundamentals	25	The Mechanical Engineering: Thermodynamics Fundamentals test targets certain knowledge sets that are acquired through study and application of thermodynamics and heat transfer. Basic, intermediate, and advanced questions are presented. Some questions target analytic skills while others are directed toward knowledge that is likely to be gained through experience in the field. A calculator might be helpful, but is not required. Where needed, conversion factors are given and where possible, questions employ units which make the arithmetic simple. Thermodynamic cycles and plants are covered, as are the first and second laws of thermodynamics. Conduction, convection, and radiation are also included. Questions target knowledge, comprehension, and application of the subject matter. This test would be appropriate for screening candidates for any industry, though some questions might not be appropriate for all industries. It is left to the discretion of those using the test to weigh the significance of each question.

A test Mechanical Engineering: Machine & Tool Design is also available.

Mechanical Reasoning	25	The Mechanical Reasoning assessment evaluates the basic Mechanical Aptitude of a prospective applicant. Topics focus on understanding simple machines, mechanical principles, pulleys, gears, levers, and pendulums. Assessments for Basic Industrial Skills, Math and Reasoning Skills, and Basic Ruler Reading are also available.
Medical Assistant - Advanced	40	This is a test for advanced medical assistants. The test supports such topics as HIPAA regulations, clinical procedures, medical records, infection control and pharmacology. Tests for Registered Nurse (RN), Dosage Calculation, and LPN/LVN are also available.
Medical Assistant - Basic	20	This is a basic medical assistant test designed for a person that works in a doctor's office or is a medical assistant. It is a test of basic knowledge of phone skills, universal precautions, taking of vital signs as well as HIPAA. The test taker with one year's experience should be able to answer the majority of questions. Tests for Medical Assistant - Advanced and Medical Office Personnel Skills are also available.
Medical Billing - Hospital (UB-92)	40	The Medical Billing: UB-92 tests assesses those skills commonly associated with billing in the hospital setting. The test includes areas of insurance, Medicare, UB-92's, HCFA's, revenue codes as well as billing. It covers knowledge of medical billing experience by testing areas of benefits, policies, contracts, pre-authorizations, bill forms and codes. This test is appropriate to administer to those that have some medical billing knowledge, with a majority of the test focusing on someone who has at least a year of experience. The advanced questions are aimed at test takers who have extensive experience in medical billing and/or medical office management.

Tests for Medical Billing Knowledge and Medical Claims Processing are also available. Please see our Medical Staff Package for additional medical tests that may fit your staffing needs.

Medical Billing Knowledge	38	The Medical Billing Knowledge test is designed to assess the test taker's knowledge of medical billing procedures. The questions focus on several broad categories: general knowledge, registration, claims management, payment management, denial management and managed care. Most questions are based on real-life situations often presented in medical practices. Tests for Medical Billing - Hospital (UB-92) and Medical Claims Processing are also available.
Medical Claims Processing	44	This test covers a wide array of practical knowledge for today's medical examiner. It is appropriate to administer to medical examiners as well as people working in call centers in a medical setting. Included are such skills as paying or denying claims, ICD9 and CPT knowledge, workers compensation rules, hospital standards, and medical terminology. Tests for Medical Terminology as well as Medical Records Coding are also available.
Medical Collections	31	The Medical Collections test addresses such issues as co-payments, co-insurance, claim denial and general collections. It is appropriate to administer to individuals that have worked in the field for at least one year. Tests for Medical Terminology, Medical Billing Knowledge, and Medical Claims Processing are also available.
Medical Office Personnel Skills	40	The Medical Personnel Skills test aims at assessing the skill level of both medical office administrative personnel and medical assistants. The test is broken down into three skill

levels; basic, intermediate and advanced. Those scoring well within the basic level category of questions reflect the skill level of persons with one year of medical assistant experience. Those scoring well within both the basic and intermediate level categories reflect the skill level of persons with approximately two yeas of medical assistant experience. Those scoring well across the three levels, including the advanced level, reflect a knowledge base found in persons with over three years of medical assistant experience. Finally, those medical office administrative assistants scoring at the 60th percentile, across the board, possess the skill level of those with approximately two to three years of experience in that position. The test questions are broken down into eight different knowledge categories: Office Procedures, Office Situations, Anatomy, Phlebotomy, Injections, Pharmacology, Emergency Procedures, and Infection Control

Tests for Medical Receptionist, OSHA and Medical Spelling are also available.

Medical Receptionists	25	The Medical Receptionist test measures skills often required of medical receptionists such as knowledge of general medical terminology, insurance types and patient management. This test is designed for entry level medical receptionists, secretaries and clerical personnel. Tests for Medical Billing Knowledge and for Medical Office Personnel are also available.
Medical Records Coding [CPT-4/5]	41	The Medical Records Coding (CPT-4/5) test aims at assessing the skill level of a CPT coder. The test addresses the following areas of coding: choosing the appropriate code when given situational parameters, the use of prefix symbols, and identifying code meaning, among others. This test is composed of a mixture of Basic, Intermediate and Advanced level CPT coding questions. It consists of a variety of multiple choice and true/false questions. This test is appropriate to administer to those who will use CPT coding on the job and may be accompanied by any resource material, including manuals, deemed appropriate by the test administrator. For additional information regarding possible manuals, see the American Medical Association (AMA).

Tests for Medical Billing Knowledge and Medical Records Coding - Hospital (UB-92) are also available.

Medical Records Coding [ICD-9]	39	The Medical Records Coding (ICD-9) test is designed to test a coder's knowledge of the structure of the ICD-9-CM Classification System, as well as the application of the rules of reporting as defined by the Uniform Hospital Discharge Data Set (UHDDS).

This test is appropriate to administer to applicants for positions in a hospital's medical records department and may be accompanied by any resource material, including manuals, deemed appropriate by the test administrator. For additional information regarding possible resources see the Center for Disease Control (CDC) as well as the National Center for Health Statistics (NCHS).

Tests for Medical Office Personnel Skills and Medical Receptionists are also available.

Medical Records Legal Issues	32	The Medical Records Legal Issues test is designed to assess the test taker's knowledge of the American legal system and its impact on the delivery of health care, specifically as it relates to Medical Record issues. This test is appropriate to administered to applicants for positions in a hospital's medical records department.

Tests for Medical Office Personnel and Medical Billing Knowledge are also available.

Medical Spelling	50	The Medical Spelling test is in a text editing format. The test taker is required to identify whether words are spelled correctly. If necessary, the test taker uses the mouse and keyboard to edit misspelled words. This test is designed for medical offer personnel and administrative assistants who need to be able to spell medical terms accurately.

Tests for Medical Terminology - Abbreviations and Medical Office Personnel Skills are also available.

Medical Terminal Digit Filing	20	The Medical Terminal Digit Filing test is designed to assess the test taker's knowledge of the general filing systems of terminal digit that is utilized in many Medical Record Departments as well as other health care settings. This test is appropriate to administered to applicants for positions in medical records departments. Tests for Medical Billing Knowledge and Medical Office Personnel are also available.
Medical Terminology - Abbreviations	20	The Medical Terminology - Abbreviations test measures the knowledge of medical terms and vocabulary associated with specialty medical areas. The test is designed for medical office personnel and administrative assistants who need to be able to understand medical terms of a specific discipline or area. Tests for Medical Office Personnel and Medical Receptionists are also available.
Medical Terminology - Cardiovascular System	20	The Specialty Medical Terminology tests measure knowledge of medical terms and vocabulary associated with specialty medical areas. These tests are designed for medical office personnel and administrative assistants who need to be able to understand medical terms of a specific discipline or area. Please see our entire package of medical terminology tests for additional test that may fit your testing needs.
Medical Terminology - Dental	20	The Specialty Medical Terminology tests measure knowledge of medical terms and vocabulary associated with specialty medical areas. These tests are designed for medical office personnel and administrative assistants who need to be able to understand medical terms of a specific discipline or area. An assessment for Dental Assistant is also available.
Medical Terminology	40	This test measures the ability to recognize and understand typical terminology that may be

- ER		encountered by an ER staff in various positions with approximately one year of experience. These positions include medical coders, billers, claims processors, examiners, various clerical and administrative positions, as well as nurses, doctors, interns, etc. Such topics covered in the test are definitions of terms, abbreviations, laboratory analysis, cardiology, hematology, and various conditions and diseases. Please see the entire Medical Staff Package for additional titles that may fit your testing needs.
Medical Terminology - Gastrointestinal	20	The Specialty Medical Terminology tests measure knowledge of medical terms and vocabulary associated with specialty medical areas. These tests are designed for medical office personnel and administrative assistants who need to be able to understand medical terms of a specific discipline or area. An assessment for Medical Terminology - General is also available.
Medical Terminology - General	35	The Medical Terminology - General test consists of questions designed to measure knowledge of general medical terms and vocabulary. This test is appropriate for medical office personnel and administrative assistants who need to be able to understand general medical terminology. Tests are also available for Medical Office Personnel and Medical Assistants, both Basic and Advanced.
Medical Terminology - Integumentary System	20	The Specialty Medical Terminology tests measure knowledge of medical terms and vocabulary associated with specialty medical areas. These tests are designed for medical office personnel and administrative assistants who need to be able to understand medical terms of a specific discipline or area. Please see our entire package of medical terminology tests for additional test that may fit your testing needs.

| **Medical Terminology - Musculoskeletal** | 20 | The Specialty Medical Terminology tests measure knowledge of medical terms and vocabulary associated with specialty medical areas. These tests are designed for medical office personnel and administrative assistants who need to be able to understand medical terms of a specific discipline or area.

Please see our entire package of medical terminology tests for additional test that may fit your testing needs. |
|---|---|---|
| **Medical Terminology - Nervous System** | 20 | The Specialty Medical Terminology tests measure knowledge of medical terms and vocabulary associated with specialty medical areas. These tests are designed for medical office personnel and administrative assistants who need to be able to understand medical terms of a specific discipline or area.

Please see our entire package of medical terminology tests for additional test that may fit your testing needs. |
| **Medical Terminology - Oncology** | 44 | This test measures the ability to recognize and understand typical terminology that may be encountered by oncology staff in various positions with approximately one year of experience. These positions include medical coders, billers, claims processors, examiners, various clerical and administrative positions, as well as nurses, doctors, interns, etc. Such topics covered in the test are definitions of terms, evaluations of treatments, tests, and various symptoms and diseases.

Please see the entire Medical Staff Package consisting of several specialty medical terminology tests. |
| **Medical Terminology - Ophthalmology** | 20 | The Specialty Medical Terminology tests measure knowledge of medical terms and vocabulary associated with specialty medical areas. These tests are designed for medical office personnel and administrative assistants who need to be able to understand medical |

terms of a specific discipline or area.

Please see our entire package of medical terminology tests for additional test that may fit your testing needs.

Medical Terminology - Pediatrics	40	This test measures the ability to recognize and understand typical terminology that may be encountered by pediatrics staff in various positions with approximately one year of experience. These positions include medical coders, billers, claims processors, examiners, and various clerical and administrative positions. Such topics covered in the test are definitions of terms, growth charts, diabetes, gastroesophageal reflux, leukemia, and other various childhood conditions and diseases. Please see the entire Medical Staff Package for additional medical terminology tests available.
Medical Terminology - Pharmacology	10	The Specialty Medical Terminology tests measure knowledge of medical terms and vocabulary associated with specialty medical areas. These tests are designed for medical office personnel and administrative assistants who need to be able to understand medical terms of a specific discipline or area. Please see our entire package of medical terminology tests for additional test that may fit your testing needs.
Medical Terminology - Psychiatry	20	The Specialty Medical Terminology tests measure knowledge of medical terms and vocabulary associated with specialty medical areas. These tests are designed for medical office personnel and administrative assistants who need to be able to understand medical terms of a specific discipline or area. Please see our entire package of medical terminology tests for additional test that may fit your testing needs.

| **Medical Terminology - Reproduction** | 20 | The Specialty Medical Terminology tests measure knowledge of medical terms and vocabulary associated with specialty medical areas. These tests are designed for medical office personnel and administrative assistants who need to be able to understand medical terms of a specific discipline or area.

Please see our entire package of medical terminology tests for additional test that may fit your testing needs. |
|---|---|---|
| **Medical Terminology - Respiratory** | 20 | The Specialty Medical Terminology tests measure knowledge of medical terms and vocabulary associated with specialty medical areas. These tests are designed for medical office personnel and administrative assistants who need to be able to understand medical terms of a specific discipline or area.

Please see our entire package of medical terminology tests for additional test that may fit your testing needs. |
| **Metalworking Skills** | 54 | This Metalworking Skills test is designed to measure the knowledge a machinist is required in order to perform his or her duties in today's machine shop. It covers, mathematics, measuring tool use, machine shop procedures, blueprint reading, quality control and material science.

Tests for Basic Industrial Math, Basic Industrial Skills and Math and Reasoning Skills are also available. |
| **Metric Ruler Reading** | 15 | This assessment will test the understanding of the Metric linear measurement system used in conjunction with a standard scale, or ruler. It also tests the ability to add and subtract fractions, which are essential in the proper usage of an Metric scale or ruler. This test is appropriate to administer to those who are required to read or use a Metric ruler on the job.

Tests for English Ruler Reading, Basic Industrial Math and Math and Reasoning Skills are also available. |

Micrometers and Calipers	23	The Micrometers & Calipers test aims at assessing the skill level of the test taker in the use and care of digital calipers and digital micrometers. Subject matter herein includes, micrometer and caliper care, hand positioning, micrometer and caliper positioning, and micrometer and caliper reading.

This test is appropriate to administer to those with experience using micrometers and calipers.

Tests are also available for Lathe Operator and Basic Industrial Skills. |
| **Microsoft Access 2000** | 30 | Microsoft Access 2000 is a popular database application. It is included in the Microsoft Office Professional Suite, which also includes Word, Excel and PowerPoint. The test is designed to test data entry clerks and entry-level Access users by assessing the user's ability to add and edit data as well as use basic Access forms and reports.

This test is not appropriate for Access developers or users who will need to create complex functions in Access. It is recommended that the Access Basic test is used in order to assess the skills of Access 2.0 and 7.0 developers, and the Visual Basic 5.0 test is used for testing Access 97 Developers.

Tests for Microsoft Excel 2000, Microsoft Office 2000 and Microsoft PowerPoint 2000 are also available. |
| **Microsoft Access 2000 for Developers** | 41 | The Microsoft Access 2000 Developers assessment focuses on testing skills commonly employed by developers of Microsoft Access 2000. The test is suitable to administer to those responsible for developing and maintaining knowledge management tools in Microsoft Access 2000. The major topical areas included are general database knowledge, creating queries, creating tables, and creating reports.

Tests for Microsoft Access 2000, intended for users of Microsoft Access 2000, and Microsoft Excel 2000 - Power Users are also available. |

Microsoft Access 2000 Tutorial	30	Microsoft Access is a popular database application. This program is included in the Microsoft Office Professional Suite, which also includes Word, Excel and PowerPoint.
		The Microsoft Access 2000 tutorial is designed to teach the user to perform common functions such as adding and editing data and using basic Access forms and reports. It includes basic, intermediate and advanced tasks and strives towards mastery of the most commonly used commands.
Microsoft Access 2002	30	Microsoft Access 2002 (also known as version 10.0 or XP) is a popular database application. It is included in Microsoft Office XP, which also includes Word, Excel and PowerPoint. This test is designed to test data entry clerks and entry-level Access users by assessing the user's ability to add and edit data and use basic Access forms and reports.
		This test is not appropriate for Access developers or users who will need to create complex functions in Access. Use the Access Basic TechTest to assess the skills of Access 2.0 and 7.0 developers, and the Visual Basic 5.0 TechTest for Access 97 Developers.
		Tests for Microsoft Excel 2002, Microsoft Excel 2002 and Microsoft Windows are also available.
Microsoft Access 2002 for Developers	40	The Access 2002 test for Developers is best suitable for assessing the skill level of those with experience using Access 2002 in the role of developer. The tests main focus is query design due to today's increasing need for data gathering and organization. The major topics covered are General Database Knowledge, Creating Queries, Creating Tables and Creating Reports.
		The questions are divided into three skill levels. Basic level questions are geared to those developers with one year of experience. Intermediate questions are aimed at those with one to three years of experience. Advance level questions are applicable for users with more than three years experience, as well as those with general knowledge of networks and web databases.

Tests for Microsoft Excel 2002, Microsoft Access 2000 for Developers and Microsoft PowerPoint 2002 are also available.

Microsoft Access 2002 Tutorial	30	Microsoft Access is a popular database application. This program is included in the Microsoft Office Professional Suite, which also includes Word, Excel, and PowerPoint. The Microsoft Access 2002 tutorial is designed to teach the user to perform common functions such as adding and editing data and using basic Access forms and reports. It includes basic, intermediate and advanced tasks and strives towards mastery of the most commonly used commands.
Microsoft Access 2003	30	Microsoft Access 2003 is a popular database application. It is included in Microsoft Office 2003, which also includes Word, Excel and PowerPoint. This test is designed to test data entry clerks and entry-level Access users by assessing the user's ability to add and edit data and use basic Access forms and reports. This test is not appropriate for Access developers or users who will need to create complex functions in Access. Use the Access Basic TechTest to assess the skills of Access 2.0 and 7.0 developers, and the Visual Basic 5.0 TechTest for Access 97 Developers. Tests for Microsoft Excel 2003, Microsoft Outlook 2003 and Microsoft Windows are also available.
Microsoft Access 2003 for Developers	36	Microsoft Access 2003 is a database program included in Microsoft Office 2003. The Microsoft Access 2003 for Developers test focuses on Internet and Access, Queries, Properties, Access Basics, and Data Types. This test is appropriate to administer to developers that program in Access. There are questions within this test that would be applicable to advanced users of Access, but for a User-focused test, please consider the Software test, Microsoft Access 2003.

Assessments for Microsoft Access 2002 for developers and Visual Basic 6.0 are also available.

Microsoft Access 2003 Tutorial	30	Microsoft Access 2003 is a popular database application. It is included in Microsoft Office 2003, which also includes Word, Excel and PowerPoint. This test is designed to test data entry clerks and entry-level Access users by assessing the user's ability to add and edit data and use basic Access forms and reports.

This test is not appropriate for Access developers or users who will need to create complex functions in Access. Use the Access Basic TechTest to assess the skills of Access 2.0 and 7.0 developers, and the Visual Basic 5.0 TechTest for Access 97 Developers.

Tests for Microsoft Excel 2003, Microsoft Outlook 2003 and Microsoft Windows are also available. |
| **Microsoft Access 97** | 30 | Microsoft Access 97 is a popular database application. It is included in the Microsoft Office Professional Suite, which also includes Microsoft Word, Microsoft Excel and Microsoft PowerPoint. The test is designed to test data entry clerks and entry-level Access users by assessing the user's ability to add and edit data and use basic Access forms and reports. This test is not appropriate for Access developers or users who will need to create complex functions in Access. Instead, use the Visual Basic 5.0 TechTest for Access 97 Developers.

Tests for Microsoft Access 2000 and Microsoft Excel 2002 are also available. |
| **Microsoft Excel 2000 - Normal User** | 30 | Microsoft Excel 2000 is a popular spreadsheet application. It is included in the Microsoft Office Suite, which also includes Word and PowerPoint.

The Microsoft Excel 2000 Normal User test is designed to test clerical level users of Excel who need to edit, develop and create Excel Workbooks. The test assesses the user's ability to create and develop a basic Excel workbook including formatting cells, using formulas and |

changing the overall appearance of the spreadsheet. It includes basic, intermediate and advanced questions and checks for mastery of the most commonly used commands.

Tests for Microsoft Access 2000, Microsoft Outlook 2000 and Microsoft PowerPoint 2000 are also available.

Microsoft Excel 2000 - Power User   25

Microsoft Excel 2000 is the most popular spreadsheet application. It is included in the Microsoft Office Suite, which also includes Word and PowerPoint.

The Microsoft Excel 2000 Power User test is designed to test very experienced users of Excel. It assesses the user's ability to use more complex formatting features and advanced functions (including Goal Seek and Scenario Manager and includes intermediate and advanced level questions.

Tests for Microsoft Excel 2000 - Normal User and Microsoft Excel - Whole are also available.

Microsoft Excel 2000 - Whole Test   55

Microsoft Excel 2000 is a popular spreadsheet application. It is included in the Microsoft Office Suite, which also includes Word and PowerPoint.

The Microsoft Excel 2000 Whole test consists of both the Normal User and Power User tests, and tests the user's ability to perform both normal and power user functions.

The Microsoft Excel 2000 Normal User test is designed to test clerical level users of Excel who need to edit, develop and create Excel Workbooks. The test assesses the user's ability to create and develop a basic Excel workbook including formatting cells, using formulas and changing the overall appearance of the spreadsheet. It includes basic, intermediate and advanced questions and checks for mastery of the most commonly used commands.

The Microsoft Excel 2000 Power User test is designed to test very experienced users of Excel. It assesses the user's ability to use more complex formatting features and advanced functions (including Goal Seek and Scenario Manager and includes intermediate and advanced level questions.

Test for Microsoft Excel 2000 - Normal User and Microsoft Excel 2000 - Power User are also available.

Microsoft Excel 2000 Tutorial	55	Microsoft Excel is the most popular spreadsheet application. It is included in the Microsoft Office Suite, which also includes Word and PowerPoint.

The Microsoft Excel 2000 tutorial is designed to teach how to create and develop a basic Excel workbook including formatting cells, using formulas and changing the overall appearance of the spreadsheet. It also teaches how to use more complex formatting features and advanced functions. It includes basic, intermediate and advanced tasks and strives towards mastery of the most commonly used commands. |
| **Microsoft Excel 2002 - Normal User** | 30 | Microsoft Excel 2002 (also known as version 10.0 or XP) is a popular spreadsheet application. It is included in Microsoft Office XP, which also includes Word and PowerPoint.

The Microsoft Excel 2002 Normal User test is designed to test clerical level users of Excel who need to edit, develop and create Excel Workbooks. This test assesses the user's ability to create and develop a basic Excel workbook including the most commonly used commands for formatting cells, navigation through the application, using formulas and changing the overall appearance of the spreadsheet.

Tests for Microsoft Excel 2000 and Microsoft Excel 97 are also available. |
| **Microsoft Excel 2002 - Power User** | 25 | Microsoft Excel 2002 (also known as version 10.0 or XP) is a popular spreadsheet application. It is included in Microsoft Office XP, which also includes Word and PowerPoint. This test attempts to provide the basis for separating candidates who possess limited exposure to Microsoft Excel 2002 from those who are conversant with the full functionality of the software. The primary topics include advanced formatting and formula writing. The test is designed to test candidates who will be required to use some of the more advanced features |

of the program on a daily basis.

Tests for Microsoft Excel 2000 and Microsoft Excel 97 are also available.

Microsoft Excel 2002 - Whole Test	55	Microsoft Excel 2002 (also known as version 10.0 or XP) is a popular spreadsheet application. It is included in Microsoft Office XP, which also includes Word and PowerPoint. The Microsoft Excel 2002 Whole Test combines both the Normal and Power User Test.
		The Microsoft Excel 2002 Normal User test is designed to test clerical level users of Excel who are required to edit, develop and create Excel Workbooks. This test assesses the user's ability to create and develop a basic Excel workbook, including the most commonly used commands for formatting cells, navigation through the application, using formulas and changing the overall appearance of the spreadsheet.
		The Microsoft Excel 2002 Power User test attempts to provide the basis for separating candidates who possess limited exposure to Microsoft Excel 2002 from those who are conversant with the full functionality of the software. The primary topics include advanced formatting and formula writing.
		This test is designed to test candidates who will be required to use some of the more advanced features of the program, while the bulk of their responsibilities fall within conducting more basic level activities.
		Tests for Microsoft Excel 2000 and Microsoft Excel 97 are also available.
Microsoft Excel 2002 Tutorial	55	Microsoft Excel 2002 (also known as version 10.0 or XP) is a popular spreadsheet application. It is included in Microsoft Office XP, which also includes Word and PowerPoint. The primary topics for this tutorial include advanced formatting and formula writing. The tutorial is designed to teach candidates who will be required to use some of the more advanced features of the program on a daily basis.

Microsoft Excel 2003 - Normal User 30

Microsoft Excel 2003 is a popular spreadsheet application. It is included in Microsoft Office Package, which also includes Word and PowerPoint. The Microsoft Excel 2003 Whole Test combines both the Normal and Power User Test.

The Microsoft Excel 2003 Normal User test is designed to test clerical level users of Excel who are required to edit, develop and create Excel Workbooks. This test assesses the user's ability to create and develop a basic Excel workbook, including the most commonly used commands for formatting cells, navigation through the application, using formulas and changing the overall appearance of the spreadsheet.

The Microsoft Excel 2003 Power User test attempts to provide the basis for separating candidates who possess limited exposure to Microsoft Excel 2002 from those who are conversant with the full functionality of the software. The primary topics include advanced formatting and formula writing.

This test is designed to test candidates who will be required to use some of the more advanced features of the program, while the bulk of their responsibilities fall within conducting more basic level activities.

Tests for Microsoft Excel 2002 and Microsoft Excel 2000 are also available.

Microsoft Excel 2003 - Power User 25

Microsoft Excel 2003 is a popular spreadsheet application. It is included in Microsoft Office Package, which also includes Word and PowerPoint. The Microsoft Excel 2003 Whole Test combines both the Normal and Power User Test.

The Microsoft Excel 2003 Normal User test is designed to test clerical level users of Excel who are required to edit, develop and create Excel Workbooks. This test assesses the user's ability to create and develop a basic Excel workbook, including the most commonly used commands for formatting cells, navigation through the application, using formulas and changing the overall appearance of the spreadsheet.

The Microsoft Excel 2003 Power User test attempts to provide the basis for separating candidates who possess limited exposure to Microsoft Excel 2002 from those who are conversant with the full functionality of the software. The primary topics include advanced formatting and formula writing.

This test is designed to test candidates who will be required to use some of the more

advanced features of the program, while the bulk of their responsibilities fall within conducting more basic level activities.

Tests for Microsoft Excel 2002 and Microsoft Excel 2000 are also available.

Microsoft Excel 2003 - Whole Test	55	Microsoft Excel 2003 is a popular spreadsheet application. It is included in Microsoft Office Package, which also includes Word and PowerPoint. The Microsoft Excel 2003 Whole Test combines both the Normal and Power User Test. The Microsoft Excel 2003 Normal User test is designed to test clerical level users of Excel who are required to edit, develop and create Excel Workbooks. This test assesses the user's ability to create and develop a basic Excel workbook, including the most commonly used commands for formatting cells, navigation through the application, using formulas and changing the overall appearance of the spreadsheet. The Microsoft Excel 2003 Power User test attempts to provide the basis for separating candidates who possess limited exposure to Microsoft Excel 2002 from those who are conversant with the full functionality of the software. The primary topics include advanced formatting and formula writing. This test is designed to test candidates who will be required to use some of the more advanced features of the program, while the bulk of their responsibilities fall within conducting more basic level activities. Tests for Microsoft Excel 2002 and Microsoft Excel 2000 are also available.
Microsoft Excel 2003 Tutorial	55	Microsoft Excel 2003 is a popular spreadsheet application. It is included in Microsoft Office Package, which also includes Word and PowerPoint. The Microsoft Excel 2003 Whole Test combines both the Normal and Power User Test. The Microsoft Excel 2003 Normal User test is designed to test clerical level users of Excel who are required to edit, develop and create Excel Workbooks. This test assesses the user's ability to create and develop a basic Excel workbook, including the most commonly used commands for formatting cells, navigation through the application, using formulas and changing the overall appearance of the spreadsheet. The Microsoft Excel 2003 Power User test attempts to provide the basis for separating candidates who possess limited exposure to Microsoft Excel 2002 from those who are

conversant with the full functionality of the software. The primary topics include advanced formatting and formula writing.

This test is designed to test candidates who will be required to use some of the more advanced features of the program, while the bulk of their responsibilities fall within conducting more basic level activities.

Tests for Microsoft Excel 2002 and Microsoft Excel 2000 are also available.

Microsoft Excel 97 - Normal User	30	Microsoft Excel 97 is a spreadsheet application. It is included in the Microsoft Office Suite, which also includes Word and PowerPoint.

The Microsoft Excel 97 Whole test consists of both the Normal User and Power User tests, and tests the user's ability to perform both normal and power user functions.

The Microsoft Excel 97 Normal User test is designed to test clerical level users of Excel who need to edit, develop and create Excel Workbooks. The test assesses the user's ability to create and develop a basic Excel workbook including formatting cells, using formulas and changing the overall appearance of the spreadsheet. It includes basic, intermediate and advanced questions and checks for mastery of the most commonly used commands.

The Microsoft Excel 97 Power User test is designed to test very experienced users of Excel. It assesses the user's ability to use more complex formatting features and advanced functions (including Goal Seek and Scenario Manager and includes intermediate and advanced level questions.

Tests for Microsoft Excel 2000 and Microsoft Excel 2002 are also available.

Microsoft Excel 97 - Power User	20	Microsoft Excel 97 is a popular spreadsheet application. It is included in the Microsoft Office Suite, which also includes Word and PowerPoint.

The Microsoft Excel 97 Whole test consists of both the Normal User and Power User tests combined, and tests the user's ability to perform both normal and power user functions.

The Microsoft Excel 97 Normal User test is designed to test clerical level users of Excel who need to edit, develop and create Excel Workbooks. The test assesses the user's ability to create and develop a basic Excel workbook including formatting cells, using formulas and changing the overall appearance of the spreadsheet. It includes basic, intermediate and advanced questions and checks for mastery of the most commonly used commands.

The Microsoft Excel 97 Power User test is designed to test very experienced users of Excel. It assesses the user's ability to use more complex formatting features and advanced functions (including Goal Seek and Scenario Manager and includes intermediate and advanced level questions.

Test for Microsoft Excel 2000 and Microsoft Excel 2002 are also available.

Microsoft Excel 97 - Whole Test	50	Microsoft Excel 97 is a popular spreadsheet application. It is included in the Microsoft Office Suite, which also includes Word and PowerPoint.

The Microsoft Excel 97 Whole test consists of both the Normal User and Power User tests and tests the user's ability to perform both normal and power user functions.

The Microsoft Excel 97 Normal User test is designed to test clerical level users of Excel who need to edit, develop and create Excel Workbooks. The test assesses the user's ability to create and develop a basic Excel workbook including formatting cells, using formulas and changing the overall appearance of the spreadsheet. It includes basic, intermediate and advanced questions and checks for mastery of the most commonly used commands.

The Microsoft Excel 97 Power User test is designed to test very experienced users of Excel. It assesses the user's ability to use more complex formatting features and advanced functions (including Goal Seek and Scenario Manager and includes intermediate and advanced level questions.

Tests for Microsoft Excel 2000 and Microsoft Excel 2002 are also available.

Microsoft Exchange Server 2000 Administration	38	Microsoft Exchange 2000 is a powerful email collaboration tool which is used in both large and small businesses around the world. Exchange Server is specifically the software that runs on servers that enables the sending and receiving of electronic mail and other forms of interactive communication. Designed to interoperate with a software client application such as Microsoft Outlook, Exchange Server also interoperates with Outlook Express and other e-mail client applications.

This test is designed to test an applicant's knowledge of the installation, administration, and maintenance of Microsoft Exchange 2000 Server. It will touch upon such topics as disaster recovery, maintaining up-time, deploying server monitoring tools, and troubleshooting client-server connections.

Tests for Microsoft Exchange Server 5.5 and Microsoft Windows XP Technical Skills are also available. |
| **Microsoft Exchange Server 2003 Administration** | 45 | Microsoft Exchange Server 2003 is a full-featured messaging server. It features a number of improvements over previous versions in the areas of security, reliability, performance, administration, mobility, and ease of deployment.

The Microsoft Exchange Server 2003 Administration test measures the test taker's ability to adequately administer, manage, and support an Exchange Server 2003 server. It is appropriate for gauging the skill level of a candidate for the Exchange Administrator role for an organization and includes questions on administration, server configuration, client configuration, installation, and disaster recovery.

Tests are also available for Microsoft Exchange Server 2000 Administration and Microsoft Windows 2003 Server Administration |
| **Microsoft Exchange Server 5.5** | 50 | Microsoft Exchange Server 5.5 provides a solid messaging foundation, familiar tools for collaboration, and management and administration for businesses that need a |

comprehensive messaging platform. This test examines knowledge of such topics as installation, configuration, troubleshooting and performance optimization. It would be most appropriately administered to server administrators.

Tests for Network Administration and Network Security are also available.

Microsoft Foundation Class	37	The Microsoft Foundation Class Library (MFC) is an application framework for writing applications for Microsoft Windows and other platforms that support the Win32 API. The framework is implemented as a group of C++ classes, many of which represent common objects such as documents, windows, dialog boxes, and toolbars. This test is non-version specific and is appropriate to administer to developers. Tests for .Net Framework and Microsoft Windows XP Server Installation Procedures are also available.
Microsoft FrontPage 2003	30	The Microsoft FrontPage 2003 assessment is designed to evaluate general knowledge of developing a webpage through Microsoft FrontPage 2003. Topics include Hyperlinks, Views, Formatting, Images, Publishing, Creating Webpages, and Tables. This assessment includes a few questions with HTML, but is primarily focused on familiarity with the application. In order to test for more advanced web programming skills, please consider administrating the applicable programming assessment. Assessments for HTML 4.0, DHTML, JavaScript, Microsoft Visio 2002, and Microsoft Publisher 2002 are also available.
Microsoft Internet Explorer 5.0	30	Internet Explorer is an Internet Browser. It is available over the Internet and is also bundled with Microsoft Windows. The test is designed to test general user skills for the Internet Explorer browser. This test covers basic functions such as navigating through web pages, saving and loading information, changing settings and using email. This test is appropriate to administer to those who need to use Internet Explorer to browse the Internet.

Tests for Internet Basics and Internet Research are also available.

Microsoft Internet Explorer 5.0 Tutorial	30	Microsoft Internet Explorer is the most popular web browser program. Internet Explorer is used to view web pages, listen to music, watch videos, send information, and download many types of files for later use.

The Microsoft Internet Explorer tutorial is designed to teach the user the basic commands for using Internet Explorer efficiently. The topics covered include navigating through web pages, customizing settings, saving and loading information, sending e-mail, saving links, organizing the Favorites list, and downloading files. |
| **Microsoft Internet Explorer 6.0** | 25 | Internet Explorer is an Internet Browser. It is available over the Internet and is also bundled with Microsoft Windows. The test is designed to test general user skills for the Internet Explorer browser. This test covers basic functions such as navigating through web pages, saving and loading information, changing settings and using email. This test is appropriate to administer to those who need to use Internet Explorer to browse the Internet.

Tests for Internet Basics and Internet Research are also available. |
| **Microsoft Internet Information Server [IIS] 4.0** | 48 | Internet Information Server (IIS) is Microsoft's web and FTP server for Windows NT. Features include web publishing, wizards, customizable management tools, flexible administration options, and analysis tools. This test covers IIS 4 and is appropriate to administer to a server administrator who would be responsible for working with IIS.

Tests for Microsoft Windows NT 4.0 Server Administration and Microsoft Windows NT 4.0 Server Installation are also available. |
| **Microsoft Office 2000** | 40 | This test covers such topics as navigation, formatting, configuration, printing, macros, |

Advanced Knowledge		protocol, terminology, and data rules. This test is appropriate to administer to those functioning as a trainer of the products contained within the Microsoft Office 2000 suite. Tests for Microsoft Office 2000 Integration, Microsoft 2000 Help Desk are also available.
Microsoft Office 2000 Help Desk	37	Microsoft Office 2000 is an Office Integration tool offered by Microsoft. This test evaluates the skills that are needed to efficiently troubleshoot the Office Suite. It includes several questions on the general use of Word, Excel, PowerPoint, Access, and overall maintenance of Office 2000. Several questions are included in order to determine the level of experience possessed by the helpdesk technician. Tests for Microsoft Office 2000 Advanced Knowledge, Microsoft Office 2000 - Normal User and Microsoft Office 2000 - Power User are also available.
Microsoft Office 2000 Integration	30	The Microsoft Office 2000 Integration test aims at accessing the skill level of the test taker in integrating the applications offered within the Microsoft Office Suite. This test is appropriate to administer to those that are expected to use Microsoft applications as a part of their day to day activities and must have the ability to work between applications. Tests for Microsoft Access 2000, Microsoft Excel 2000, Microsoft Outlook 2000 Microsoft PowerPoint 2000 and Microsoft Word 2000 are also available.
Microsoft Office 2000 Integration Tutorial	30	Microsoft Office is the leading software package for offices today, comprised of a word processor, spreadsheet application, presentation software, database program and email and contact manager. The Microsoft Office 2000 Integration tutorial is designed to teach the user to employ commonly used functions in all of the Office programs. Upon completing the tutorial, the user will be able to perform several basic and intermediate functions and should feel comfortable with their use.

Microsoft Office 2003 Help Desk	40	Microsoft Office 2003 is a productivity suite offered by Microsoft. This test evaluates the skills that are needed to efficiently troubleshoot the Microsoft Office 2003 Suite. Topics include Microsoft Access 2003, Microsoft Excel 2003, Microsoft Outlook 2003, Microsoft PowerPoint 2003, Microsoft Word 2003, and General Office 2003 questions to determine the level of experience possessed by the helpdesk technician. Assessments for Microsoft Office 2003 titles, Microsoft Office 2003 Integration, and Technical Support Processes are also available.
Microsoft Office 2003 Integration	30	Microsoft Office 2003 Integration tests the user's knowledge of the inter-functionality of the Microsoft Office titles. This test is designed for advanced users who need to use the entire Microsoft Office Suite by integrating the various Microsoft Office applications such as Word, Excel and PowerPoint. Question types include integrating application functions through Data Interchange, Web Interoperability, Customizing Office XP, and Collaboration. Tests for Microsoft Excel 2003, Microsoft Word 2003 and Microsoft PowerPoint 2003 are also available.
Microsoft Office 2003 Integration Tutorial	30	Microsoft Office 2003 Integration tests the user's knowledge of the inter-functionality of the Microsoft Office titles. This test is designed for advanced users who need to use the entire Microsoft Office Suite by integrating the various Microsoft Office applications such as Word, Excel and PowerPoint. Question types include integrating application functions through Data Interchange, Web Interoperability, Customizing Office XP, and Collaboration. Tests for Microsoft Excel 2003, Microsoft Word 2003 and Microsoft PowerPoint 2003 are also available.
Microsoft Office 4.2 Help Desk	24	The Microsoft Office 4.2 Help Desk test is appropriate to administer those who will be responsible to help staff use, optimize and troubleshoot their MS Office-based projects. Since

this test assesses very advanced knowledge of MS Office applications, it would not be appropriate to give this test to everyday users. Our preliminary test results have demonstrated that even individuals who are proficient with Word, Excel and PowerPoint will still have trouble achieving an acceptable score on this test without advanced technical training in Windows.

Tests for Microsoft Office 95 Help Desk, Microsoft Office 97 Help Desk and Technical Support Processes are also available.

Microsoft Office 95 Help Desk   34

The Microsoft Office 95 Help Desk test is appropriate to administer to those who will be responsible to help staff use, optimize and troubleshoot their MS Office-based projects. Since this test assesses very advanced knowledge of MS Office applications, it would not be appropriate to give this test to everyday users. Our preliminary test results have demonstrated that even individuals who are proficient with Word, Excel and PowerPoint will still have trouble achieving an acceptable score on this test without advanced technical training in Windows.

Tests for Technical Support Processes, Microsoft Office 4.2 Help Desk and Microsoft Office 97 Help Desk are also available.

Microsoft Office 97 Help Desk   30

The Microsoft Office 97 Help Desk test is appropriate to administer to those who will be responsible to help staff use, optimize and troubleshoot their MS Office-based projects. Since this test assesses very advanced knowledge of MS Office applications, it would not be appropriate to give this test to everyday users. Our preliminary test results have demonstrated that even individuals who are proficient with Word, Excel and PowerPoint will still have trouble achieving an acceptable score on this test without advanced technical training in Windows.

Tests for Microsoft Office 4.2 Help Desk, Microsoft Office 95 Help Desk and Technical Support Processes are also available.

Microsoft Office 97 Integration	20	The Microsoft Office 97 Integration test assesses the user's knowledge of the inter-functionality of the Microsoft Office titles. The test is designed for advanced users who need to use the entire Microsoft Office Suite by integrating the various Microsoft Office applications such as Word, Excel and PowerPoint. Question types include integrating application functions, Internet functions, using the shortcut bar and using WordArt. Tests for Microsoft Office 2000 Integration, Microsoft Word 97, Microsoft Excel 97 and Microsoft PowerPoint 2000 are also available.
Microsoft Office Advanced Knowledge	45	This Microsoft Office Trainer or Advanced Knowledge test was designed to evaluate an instructor's ability to educate users in the proper and most efficient use of the Microsoft Office Suite. This non-version specific test is appropriate to administer to those who will be responsible for teaching classes on how to use the Microsoft Office Suite. Since this test assesses very advanced knowledge of Microsoft Office applications, it would not be appropriate to give this test to everyday users. This test assumes very intimate knowledge of Word, Excel and PowerPoint, as well as skills in the area of education and instruction. Tests for Microsoft Office 2000 Integration, Microsoft Office 97 Integration and Microsoft Word 2000 are also available.
Microsoft Office XP Help Desk	40	This test for Microsoft Office XP Help Desk poses real world questions in order to assess pre-employment skill level in Office XP Help Desk skills. This exam covers the areas of: General, Troubleshooting, Installation, Localization, Voice Recognition, PowerPoint, Word, Excel, Access. Tests for Microsoft Access 2002, Microsoft Excel 2002. Microsoft Office XP Integration and Microsoft PowerPoint 2002 are also available.
Microsoft Office XP Integration	30	Microsoft Office XP Integration tests the user's knowledge of the inter-functionality of the Microsoft Office titles. This test is designed for advanced users who need to use the entire Microsoft Office Suite by integrating the various Microsoft Office applications such as Word,

Excel and PowerPoint. Question types include integrating application functions through Data Interchange, Web Interoperability, Customizing Office XP, and Collaboration.

Tests for Microsoft Excel 2002, Microsoft Word 2002 and Microsoft PowerPoint 2002 are also available.

Microsoft Office XP Integration Tutorial	30	Microsoft Office is the leading software package for offices today, comprised of a word processor, spreadsheet application, presentation software, database program and email and contact manager.

The Microsoft Office XP Integration tutorial is designed to teach the user to employ commonly used functions in all of the Office programs. Upon completing the tutorial, the user will be able to perform several basic and intermediate functions and should feel comfortable with their use.

Microsoft Outlook 2000	30	Microsoft Outlook 2000 is a comprehensive personal information application which combines Internet/Interoffice e-mail, a calendar and task list, address book and contact information, and notes and journals. Outlook is used to handle communication as well as organize information for individuals. It is part of the Microsoft Office 2000 Suite.

This test is designed for clerical level users and those who use Outlook for their personal communications. The test assesses the user's ability to use common functions such as sending email and adding contacts, as well as more advanced functions including arranging meetings and creating journal entries.

Tests for Microsoft Word 2000, Microsoft PowerPoint 2000 and Microsoft Office 2000 Integration are also available.

Microsoft Outlook 2000 Tutorial	30	Microsoft Outlook 2000 is a comprehensive personal information application, which combines Internet/Interoffice e-mail, a calendar and task list, address book and contact information, and

notes and journals. Outlook is used to handle communication as well as organize information for individuals. It is part of the Microsoft Office 2000 Suite.

The Microsoft Outlook 2000 tutorial is designed to teach the user to perform common functions such as sending email and adding contacts as well as more advanced functions including arranging meetings and creating journal entries. It includes basic, intermediate and advanced tasks and strives towards mastery of the most commonly used commands.

Microsoft Outlook 2002	30	Microsoft Outlook 2002 (also known as version 10.0 or XP) is a comprehensive personal information application, which combines Internet/Interoffice e-mail, a calendar and task list, address book and contact information, and notes and journals. Outlook is used to handle communication as well as organize information for individuals. It is part of Microsoft Office XP.

This test is designed for clerical level users and anyone who uses Outlook for their personal communications. This test assesses the user's ability to use common functions such as sending email and adding contacts as well as more advanced functions including arranging meetings and creating journal entries.

Tests for Microsoft Outlook 2000, Microsoft Office XP Integration and Microsoft Word 2002 are also available. |
| Microsoft Outlook 2002 Tutorial | 30 | Microsoft Outlook 2002 is a comprehensive personal information application that combines Internet/Interoffice e-mail, a calendar and task list, address book and contact information, and notes and journals. Outlook is used to handle communication as well as organize information for individuals. It is part of the Microsoft Office Suite.

The Microsoft Outlook 2002 tutorial is designed to teach the user to use common functions such as sending email and adding contacts as well as more advanced functions including arranging meetings and creating journal entries. It includes basic, intermediate and advanced |

tasks and strives towards mastery of the most commonly used commands.

Microsoft Outlook 2003	30	Microsoft Outlook 2003 is a comprehensive personal information application, which combines Internet/Interoffice e-mail, a calendar and task list, address book and contact information, and notes and journals. Outlook is used to handle communication as well as organize information for individuals. It is part of Microsoft Office XP. This test is designed for clerical level users and anyone who uses Outlook for their personal communications. This test assesses the user's ability to use common functions such as sending email and adding contacts as well as more advanced functions including arranging meetings and creating journal entries. Tests for Microsoft Outlook 2002, Microsoft Office 2003 Integration and Microsoft Word 2003 are also available.
Microsoft Outlook 2003 Tutorial	30	Microsoft Outlook 2003 is a comprehensive personal information application, which combines Internet/Interoffice e-mail, a calendar and task list, address book and contact information, and notes and journals. Outlook is used to handle communication as well as organize information for individuals. It is part of Microsoft Office XP. This test is designed for clerical level users and anyone who uses Outlook for their personal communications. This test assesses the user's ability to use common functions such as sending email and adding contacts as well as more advanced functions including arranging meetings and creating journal entries. Tests for Microsoft Outlook 2002, Microsoft Office 2003 Integration and Microsoft Word 2003 are also available.
Microsoft Outlook 98	30	Microsoft Outlook 98 is a comprehensive personal information application, which combines Internet/Interoffice e-mail, a calendar and task list, address book and contact information, and

notes and journals. Outlook is used to handle communication as well as organize information for individuals.

The test is designed for clerical level users and anyone who uses Outlook for their personal communications. The test assesses the user's ability to use common functions such as sending email and adding contacts as well as more advanced functions including arranging meetings and creating journal entries.

Tests for Microsoft Outlook 2000, Microsoft Office 97 Integration and Microsoft PowerPoint 97 are also available.

Microsoft PowerPoint 2000	30	Microsoft PowerPoint 2000 is a presentation designer used to create overhead slides and computer-based presentations. This program is included in the Microsoft Office Suite, which also includes Word and Excel. The test is designed for clerical level users of PowerPoint. It assesses the user's ability to perform common functions such as creating a presentation, as well as more advanced functions including Organization Charts and features that enhance slide shows.

Tests for Microsoft Word 2000, Microsoft Excel 2000 and Microsoft Access 2000 are also available. |
| Microsoft PowerPoint 2000 Tutorial | 30 | Microsoft PowerPoint is a presentation designer used to create overhead slides and computer-based presentations. This program is included in the Microsoft Office Suite, which also includes Word and Excel.

The Microsoft PowerPoint 2000 tutorial is designed to teach the user to perform common functions such as creating a presentation, as well as more advanced functions including Organization Charts and features that enhance slide shows. It includes basic, intermediate and advanced tasks and strives towards mastery of the most commonly used commands. |

Microsoft PowerPoint 2002 - Normal User	30	Microsoft PowerPoint 2002 (also known as version 10.0 or XP) is a presentation designer used to create overhead slides and computer-based presentations. This program is included in Microsoft Office XP, which also includes Word and Excel. This test is designed for clerical level users of PowerPoint. It assesses the user's ability to perform common functions such as creating and formatting a presentation, as well as more advanced functions including Organization Charts and features that enhance slide shows. Tests for Microsoft Word 2002, Microsoft Excel 2002 and Microsoft Access 2002 are also available.
Microsoft PowerPoint 2002 - Power User	25	Microsoft PowerPoint 2002 (also known as version 10.0 or XP) is a presentation designer used to create overhead slides and computer-based presentations. This program is included in Microsoft Office XP, which also includes Word and Excel. This test is designed to test the ability of the test taker in accessing and employing advanced functions of PowerPoint 2002. Tests for Microsoft Word 2002, Microsoft Excel 2002 and Microsoft Access 2002 are also available.
Microsoft PowerPoint 2002 - Whole Test	55	Microsoft PowerPoint 2002 (also known as version 10.0 or XP) is a presentation designer used to create overhead slides and computer-based presentations. This program is included in Microsoft Office XP, which also includes Word and Excel. This test is designed for clerical level users of PowerPoint. It assesses the user's ability to perform common functions such as creating and formatting a presentation, as well as more advanced functions including Organization Charts and features that enhance slide shows. Tests for Microsoft Word 2002, Microsoft Excel 2002 and Microsoft Access 2002 are also available.
Microsoft PowerPoint 2002 Tutorial	30	Microsoft PowerPoint is the most widely used application for creating slide presentations with graphics, charts, colors, shapes, and movement of the slides created. It is included in the Microsoft Office Suite, which also includes Excel, Microsoft Publisher, and Access. The PowerPoint 2002 tutorial is designed to teach the user each step in creating an exciting,

unique and personalized slide presentation that can be shown on the computer screen, or the slides can be printed to transparencies and shown using a slide projector. The tutorial includes basic, intermediate and advanced tasks to show the user how to master and understand creating a presentation that can be used alone or combined with other selling tools in the business world.

Microsoft PowerPoint 2003 - Normal User	30	Microsoft PowerPoint 2003 (also known as version 11.0) is a presentation designer used to create overhead slides and computer-based presentations. This program is included in Microsoft Office 2003, which also includes Word and Excel. This test is designed for clerical level users of PowerPoint. It assesses the user's ability to perform common functions such as creating and formatting a presentation, as well as more advanced functions including Organization Charts and features that enhance slide shows. Tests for Microsoft Word 2003, Microsoft Excel 2003 and Microsoft Access 2003 are also available.
Microsoft PowerPoint 2003 - Power User	25	Microsoft PowerPoint 2003 (also known as version 11.0) is a presentation designer used to create overhead slides and computer-based presentations. This program is included in Microsoft Office 2003, which also includes Word and Excel. This test is designed for clerical level users of PowerPoint. It assesses the user's ability to perform common functions such as creating and formatting a presentation, as well as more advanced functions including Organization Charts and features that enhance slide shows. Tests for Microsoft Word 2003, Microsoft Excel 2003 and Microsoft Access 2003 are also available.
Microsoft PowerPoint 2003 - Whole Test	55	Microsoft PowerPoint 2003 (also known as version 11.0) is a presentation designer used to create overhead slides and computer-based presentations. This program is included in Microsoft Office 2003, which also includes Word and Excel. This test is designed for clerical level users of PowerPoint. It assesses the user's ability to perform common functions such as

creating and formatting a presentation, as well as more advanced functions including Organization Charts and features that enhance slide shows.

Tests for Microsoft Word 2003, Microsoft Excel 2003 and Microsoft Access 2003 are also available.

Microsoft PowerPoint 2003 Tutorial	55	Microsoft PowerPoint 2003 (also known as version 11.0) is a presentation designer used to create overhead slides and computer-based presentations. This program is included in Microsoft Office 2003, which also includes Word and Excel. This test is designed for clerical level users of PowerPoint. It assesses the user's ability to perform common functions such as creating and formatting a presentation, as well as more advanced functions including Organization Charts and features that enhance slide shows.

Tests for Microsoft Word 2003, Microsoft Excel 2003 and Microsoft Access 2003 are also available. |
| **Microsoft PowerPoint 97** | 30 | Microsoft PowerPoint 97 is a presentation designer used to create overhead slides and computer-based presentations. This program is included in the Microsoft Office Suite, which also includes Word and Excel. The test is designed for clerical level users of PowerPoint. It assesses the user's ability to perform common functions such as creating a presentation, as well as more advanced functions including Organization Charts and features that enhance slide shows. Tests for Microsoft Excel 97, Microsoft Word 97 and Microsoft Access 97 are also available. |
| **Microsoft Project 2000** | 43 | This test focuses on Project 2000, developed by Microsoft Corporation. Microsoft Project 2000 is a robust application that provides solutions for total Project Management needs. Project 2000 enables resource scheduling, cost tracking, task analysis, project flow, standard reports, and customization features that make this application a truly versatile application that meets the needs of a wide variety of business and individual requirements. The test is intended to challenge the user at every level and covers such tasks as setting default views, changing the timescale, milestone markers, interim baselines, and resource flagging. This |

assessment would be appropriate to be given to anyone who needs to be a proficient user of Microsoft Project 2000.

Tests for Microsoft PowerPoint 2000, Microsoft Excel 2000, Microsoft Outlook 2000 and Microsoft Access are also available.

Microsoft Project 2002   30   The Microsoft Project 2002 test focuses on skills associated Project 2002, developed by Microsoft Corporation. Microsoft Project 2002 is a robust application that provides solutions for total Project Management needs. Project 2002 enables resource scheduling, cost tracking, task analysis, project flow, standard reports, and customization features that make this application a truly versatile application that meets the needs of a wide variety of business and individual requirements. It assesses the user's ability to perform common functions such as creating and editing tasks and resources, using basic commands and formatting, as well as more advanced functions including tracking and reporting. This assessment would be appropriate to administer to those who need to be a proficient user of Microsoft Project 2002. Tests for Microsoft Office 2002, Project Management for IT Professionals, and Project Management Fundamentals are also available.

Microsoft Project 2003   37   Microsoft Project is a project management program used to administer, track and analyze the key components of a project. This assessment is designed to demonstrate a person's working knowledge of how to use Microsoft Project 2003 software. This test addresses the areas of project planning, working with project tasks, working with project resources, sharing information and project costs and budgets.

Assessments for Microsoft Project 2002 and Project Management Fundamentals are also available.

Microsoft Publisher 2002   55   The Microsoft Publisher 2002 test aims at assessing the test taker's familiarity and functionality with Microsoft Publisher 2002. Topical areas include creating publications, using tools and menus, and special effect, among others.

Tests for Microsoft Word 2002 and Microsoft Access 2002 are also available.

Microsoft Site Server 3.0	38	Microsoft Site Server 3.0 is a robust, enterprise-level platform designed to provide web publishing and content management services on public internet sites and corporate intranets. Site Server gives organizations the ability to manage and search large document stores, customize information delivery on a per-user basis, target information to a user's specific interests and profiles, and provide extensive log and site usage analysis to managers and corporate decision makers. This test is appropriate for administrators and participants in the Site Server design and implementation process. Most users who have used Site Server for an extended period of time will find the concepts covered in the test familiar. The test contains 38 questions covering Site Server administration, Content Management, Search, Knowledge Management, Membership, Personalization, and Analysis. Tests for Microsoft Windows 2000 Server Administration, Microsoft Windows 2000 Server Installation Procedures and Network Security are also available.
Microsoft Systems Management Server 2.0 [SMS]	51	SMS is used by Windows NT system administrators to manage personal computers on any size network. SMS functionality includes distributing software to desktops from one central location, detecting every machine on the network, tracking software and hardware configurations and sending key information back to a central database. This test covers version 2 and would be appropriate to be given to administrators. Tests for Microsoft Windows 2000 Data Center Administration, Microsoft Site Server 3.0 and Network Administration are also available.
Microsoft Transaction Server	40	Microsoft Transaction Server is a component-based transaction processing system used for developing, deploying, and managing high-performing, scalable Internet, and intranet server applications. Knowledge of MTS is important for developers working with internet/intranet applications, databases and Microsoft's COM technology. This test covers version 2 and would be appropriate to be given to developers.

Tests for Microsoft Exchange Server, Microsoft Foundation Class and Microsoft Internet Information Server (IIS) 4.0 are also available.

Microsoft Visio 2002	38	Visio 2002 is perhaps the most popular diagramming tool today. This new edition has the new Microsoft XP look and feel. This test aims at assessing the skill level of the user of Visio 2002. The questions are of real-world significance and cover such topical areas as creating documents, formatting text and shapes, scrolling and zooming as well as employing web tools. Tests for Adobe Photoshop, FileMaker Pro 6 and Desktop Publishing Theory Skills are also available.
Microsoft Windows 2000	30	Microsoft Windows is a popular operating system for desktop computers. The test is designed for clerical level users of Windows 2000. It assesses the user's ability to perform common functions, such as running applications and organizing files, as well as more advanced functions including installing software and adding hardware. This test is intended for users only. Technical support candidates should be given the Windows Troubleshooting or Technical level TechTests for the version needed. Windows programmers should be given the Windows Programming TechTest. Tests for Microsoft Windows XP Server Administration, Microsoft Windows XP Technical Skills and Microsoft Windows XP Troubleshooting are also available.
Microsoft Windows 2000 Data Center Administration	40	Windows Data Center is the Windows 2000 operating system with added features to accommodate hi-traffic computer systems such as data warehousing, online transaction processing and scientific simulations. Since the test is focused on Windows 2000 Data Center Administration, questions are geared to distinguish whether the test taker knows specifically what sets Data Center apart from the Windows 2000 operating system. Tests for Microsoft Windows 2000, Microsoft Windows XP and Microsoft 98 are also available.

Microsoft Windows 2000 Professional Installation	45	The Microsoft Windows 2000 Professional Installation test was created to access the skill level of the test taker in the myriad of topical areas indigenous to the installation of Windows 2000 in the workplace. Topics covered include upgrading previous Windows versions, Windows networking, knowledge of component services, setting backup options, networking resources, user accounts and system administration.
		Tests for Microsoft Windows 2000 Administration, Microsoft Windows 2000 Server Installation and Microsoft Windows 2000 Technical Skills are also available.
Microsoft Windows 2000 Server Administration	42	This test is intended to gauge the working knowledge of the test taker in Windows 2000 Server Administration. The test covers such topics as installation, networking, and general maintenance as well as poses questions that expose a general knowledge (or lack thereof) of Windows 2000 administration. The questions are dispersed between basic, intermediate and advanced levels evenly throughout these topics.
		Tests for Microsoft Windows 2003 Server Administration, Microsoft Windows 2000 Professional Installation, Microsoft Windows 2000 Server Installation, and Microsoft Windows Technical Skills.
Microsoft Windows 2000 Server Installation	48	This Microsoft Windows 2000 Server Installation test covers topics particular to the procedures that should be followed when installing a Windows 2000 server. The test focuses on the initial installation, domain configurations, configuring dynamic storage, active directory protocols, print services, and troubleshooting. This test would be appropriate to be given to anyone responsible for installing a Windows 2000 server.
		Tests for Microsoft Windows 2000 Professional Installation, Microsoft Windows 2000 Technical Skill and Microsoft Windows 2000 Troubleshooting are also available.
Microsoft Windows	47	Windows 2000 Server Installation addresses the installation of the server and many of its

2000 Server Installation Procedures		"Server" features such as hardware requirements, networking, storage, TCP/IP, DNS, DHCP and setting up user accounts. This test challenges the test taker who is at an intermediate level of experience in system configuration with Windows 2000 Server.

Tests for Microsoft Windows 2003 Server Installation Procedures, Microsoft Windows 2000 Technical Skills, Microsoft Windows 2000 Troubleshooting and Microsoft Windows 2000 Professional Installation are also available. |
| **Microsoft Windows 2000 Technical Skills** | 40 | Microsoft Windows 2000 has four versions; Professional, Server, Advanced Server and Data Center Server. Questions on the Professional version have not been included, as it is a replacement to NT Workstation. This test, therefore, focuses on technical skills involving knowledge and use of the server versions as well as a range of topics related to the technical end of Windows 2000. The test is appropriate to administer to those with one year of experience working with any server version of Microsoft Windows 2000.

Tests for Microsoft Windows 2000 Troubleshooting, Microsoft Windows 2000 Server Installation Procedures and Microsoft Windows 2000 Server Administration are also available. |
| **Microsoft Windows 2000 Troubleshooting** | 39 | The Microsoft Windows 2000 Troubleshooting test is designed for technical support individuals who have at least one year experience using and supporting Windows 2000. This test covers several different topical areas, but focuses primarily on the following: Basic Terminology, Installing/Upgrading, System Requirements, and Networking and Uninstalls.

Tests for Microsoft Windows 2000 Server Administration, Microsoft Windows 2000 Server Installation Procedures, and Microsoft Windows 2000 Professional Installation are also available. |
| Microsoft Windows 2000 Tutorial | 30 | Microsoft Windows is a popular operating system for desktop computers.

The Microsoft Windows 2000 tutorial is designed to teach the user to perform common |

functions such as running applications and organizing files, as well as more advanced functions including installing software and adding hardware. It includes basic, intermediate and advanced tasks and strives towards mastery of the most commonly used commands.

Microsoft Windows 2003 Server Administration	50	The objective of this exam is to identify if an applicant has the necessary technical skills to administer and manage a Microsoft Windows 2003 server. Topical areas include turning and troubleshooting performance, managing connections services, users and groups, network services, storage and security.
		Tests for Microsoft Windows 2003 Server Installation Procedures and Microsoft 2000 Server Administration are also available.
Microsoft Windows 2003 Server Installation Procedures	59	The Microsoft Windows 2003 Server Installation Procedures test aims at identifying those who possess the necessary technical skills to install and configure a standard Microsoft Windows 2003 server. Topical areas include installation, configuring resources and services, configuring hardware and drives, implementing disk management, configuring network security and connectivity, and troubleshooting and recovery.
		Tests for Microsoft Windows 2003 Server Administration and Microsoft Windows XP Troubleshooting.
Microsoft Windows 3.1 Troubleshooting	40	The Windows 3.1 Help Desk/Troubleshooting test was designed to evaluate a user's ability to do basic troubleshooting of the Microsoft Windows operating system. This test is appropriate to administer to those who will be responsible for helping staff use, optimize and troubleshoot their Windows-based computers. Since this test assesses technical knowledge, it would not be appropriate to give to everyday users. This test assumes very intimate knowledge of Windows.
		Tests for Microsoft Windows NT 4.0 Troubleshooting, Microsoft Windows 2000 Troubleshooting and Microsoft Windows XP Troubleshooting are also available.

Microsoft Windows 95	30	Windows is a series of operating systems produced by Microsoft. The majority of personal and business computers run one of the Windows operating systems. The Windows 95 test is designed for any one who needs to use applications in Windows. Technical support candidates should be given the Windows Troubleshooting or technical level TechTests for the version needed. Windows programmers should be given the Windows Programming TechTest.

This test measures proficiency in manipulating Windows objects, including maximizing windows and scrolling, using advanced desktop commands like adding an icon and using Explorer to do basic file management.

Tests for Microsoft Windows NT 4.0 and Microsoft Windows 2000 are also available. |
| **Microsoft Windows 95 Technical Skills** | 20 | The Windows 95 Technical Skills test was designed to evaluate the test taker's ability to conduct basic troubleshooting of the Microsoft Windows operating system. This test is appropriate to administer to those who will be responsible for helping staff use, optimize and troubleshoot their Windows-based computers. Since this test assesses technical knowledge, it would not be appropriate to give to everyday users. This test assumes very intimate knowledge of Windows.

Tests for Microsoft Windows NT 4.0 Technical Skills, Microsoft Windows 2000 Technical Skills and Microsoft Windows XP Technical Skills are also available. |
| **Microsoft Windows 95 Troubleshooting** | 20 | The Windows 95 Troubleshooting test was designed to evaluate a user's ability to do basic troubleshooting of the Microsoft Windows operating system. This test is appropriate to administer to those who will be responsible for helping staff use, optimize and troubleshoot their Windows-based computers. Since this test assesses technical knowledge, it would not be appropriate to give to everyday users. This test assumes very intimate knowledge of Windows. |

Tests for Microsoft Windows NT 4.0 Troubleshooting, Microsoft Windows 2000 Troubleshooting and Microsoft Windows XP Troubleshooting are also available.

Microsoft Windows 98	30	Microsoft Windows is a popular operating system for desktop computers. The Windows 98 test is designed for clerical level users of Windows 98. It assesses the user's ability to perform common functions, such as running applications and organizing files, as well as more advanced functions including installing software and adding hardware.

Technical support candidates should be given the Windows Troubleshooting or Technical level TechTests for the version needed. Windows programmers should be given the Windows Programming TechTest.

Tests for Microsoft Windows 95, Microsoft Windows NT 4.0 and Microsoft Windows 2000 are also available. |
| **Microsoft Windows 98 Technical Skills** | 23 | The Windows 98 Troubleshooting and Windows 98 Technical Skills tests were designed to evaluate a user's ability to do basic troubleshooting of the Microsoft Windows operating system. These tests are appropriate to administer to those who will be responsible to help staff use, optimize, and troubleshoot their Windows-based computers. Since these tests assess technical knowledge, it would not be appropriate to give them to everyday users. These tests assume very intimate knowledge of Windows.

Tests for Microsoft Windows 95 Technical Skills, Microsoft Windows NT 4.0 Technical Skills and Microsoft Windows 2000 Technical Skills are also available. |
| **Microsoft Windows 98 Troubleshooting** | 23 | The Windows 98 Troubleshooting and Windows 98 Technical Skills tests were designed to evaluate a user's ability to do basic troubleshooting of the Microsoft Windows operating system. These tests are appropriate to administer to someone who will be responsible to help staff use, optimize and troubleshoot their Windows-based computers. Since these tests assess technical knowledge, it would not be appropriate to give them to everyday users. These tests assume very intimate knowledge of Windows. |

Tests for Microsoft Windows 95 Troubleshooting, Microsoft Windows 2000 Troubleshooting and Microsoft Windows XP Troubleshooting are also available.

Microsoft Windows NT 4.0	30	Windows is a series of operating systems produced by Microsoft. The majority of personal and business computers run one of the Windows operating systems. The Windows NT 4.0 test is designed for any one who needs to use applications in Windows. Technical support candidates should be given the Windows Troubleshooting or Technical level TechTests for the version needed. Windows programmers should be given the Windows Programming TechTest. This test measures proficiency in manipulating Windows objects, including maximizing windows and scrolling, using advanced desktop commands like adding an icon and using Explorer to do basic file management. The Windows NT 4.0 test is composed of basic, intermediate and advanced level questions. Tests for Microsoft Windows 95, Microsoft Windows 98 and Microsoft Windows 2000 are also available.
Microsoft Windows NT 4.0 Server Administration	60	This test covers skills necessary to properly maintain a Windows NT 4.0 Server. The test would be appropriate to be given to Windows NT 4.0 Server administrators. To assess skills for server installation, please see the related Windows NT 4.0 Server Installation test. Tests for Microsoft Windows NT 4.0 and Microsoft Windows NT Server Installation are also available.
Microsoft Windows NT 4.0 Server Installation	45	This Microsoft Windows NT 4.0 Server Installation test covers troubleshooting issues related to implementing Windows NT 4.0 Servers. Tests for Windows NT 4.0 Troubleshooting and Windows NT 4.0 Server Administration are also available.

Microsoft Windows NT 4.0 Troubleshooting	44	Microsoft Windows NT 4.0 troubleshooting is a wide subject area ranging from troubleshooting hardware, installations, printers, network, security problems and identifying the correct tools or commands to be used in different situations.
		This test is ideal for IT-professionals working as System Architects, System Engineers, System Administrators and System Technicians. This assessment can be used as both a skills improving tool for educational purposes or as a tool for evaluating and testing skills of IT-professionals before hiring.
		The test covers troubleshooting in the following areas: Installing & Booting NT 4.0, Networking & Printing, Registry, Applications, Crash & Recovery, Tools & Commands, Security and Hardware.
		Tests for Microsoft Windows NT 4.0 Administration and Microsoft Exchange Server are also available.
Microsoft Windows NT 4.0 Workstation Installation	45	The Microsoft Windows NT 4.0 Workstation Installation test covers troubleshooting issues related to implementing Windows NT 4.0 Workstations.
		Tests Windows NT 4.0 Troubleshooting and Windows NT 4.0 Server Administration are also available.
Microsoft Windows Programming	55	The Microsoft Windows Programming test covers concepts and tools necessary for creating Windows-based applications. This non-version specific test would not be suitable for Windows users or help desk/troubleshooting personnel.
		Tests for several versions of Windows focused troubleshooting and technical skills are also available.

Microsoft Windows XP	30	Microsoft Windows XP is a popular operating system for desktop computers. This test is designed for clerical level users of Windows XP. It assesses the user's ability to perform common functions, such as running applications and organizing files, as well as more advanced functions, including installing software, and adding hardware.
		This test is for users only. Technical support candidates should be given the Windows Troubleshooting or Technical level TechTests for the version needed. Windows programmers should be given the Windows Programming TechTest.
		Tests for Microsoft Windows XP Technical Skills and Microsoft Windows XP Server Installation procedures are also available.
Microsoft Windows XP Technical Skills	35	The Microsoft XP Technical Skills test covers several topical areas such as LAN, pointer options, Windows XP registry, hardware resources and partitions and volumes. This test is appropriate to administer to those that are intended to work with Microsoft Windows XP as a tech.
		Tests for Microsoft Windows XP Troubleshooting and Microsoft Windows XP Server Installation Procedures.
Microsoft Windows XP Troubleshooting	40	The Microsoft XP Troubleshooting test covers several topical areas such as fundamentals, menu options, security, networking, back up utilities, VPN, firewalls, file systems, network bridging, partitions and volumes etc. This test is appropriate to administer to those that are intended to troubleshoot Microsoft Windows XP on the job.
		Tests for Microsoft Windows XP Technical Skills and Microsoft Windows XP Server Installation Procedures are also available.
Microsoft Windows XP Tutorial	30	Microsoft Windows is a popular operating system for desktop computers. Microsoft Windows XP is a stable, versatile, user-friendly operating system that offers a rich environment.

The Microsoft Windows XP tutorial is designed to teach the user to perform common functions such as running applications and organizing files, as well as more advanced functions including installing software and adding hardware. It includes basic, intermediate and advanced tasks and strives towards mastery of the most commonly used commands. This tutorial also features some of the unique features of XP.

Microsoft Word 2000 - Normal User	30	Microsoft Word is one of the most popular word processing applications. It is included in the Microsoft Office Suite, which also includes Excel and PowerPoint. The Microsoft Word 2000 Normal User test is designed to test entry-level users of Word who edit, develop and create Word Documents. The test assesses the user's ability to create and develop a basic word processing document and a mail merge. This test includes basic, intermediate and advanced level questions and tests mastery of the most commonly used commands. Tests for Microsoft Excel 2000, Microsoft PowerPoint 2000 and Microsoft Access 2000 are also available.
Microsoft Word 2000 - Power User	25	Microsoft Word is one of the most popular word processing applications. It is included in the Microsoft Office Suite, which also includes Excel and PowerPoint. The Microsoft Word 2000 Power User test is designed to test very experienced users who need to create complicated Word documents such as brochures or long reports. This test assesses the user's ability to use more complex formatting features and advanced functions (including Index, Table of Contents, Tables and Columns) and includes intermediate and advanced level questions. Tests for Microsoft Word 2000 - Normal User, Microsoft Excel 2000 and Microsoft Outlook 2000 are also available.

Microsoft Word 2000 - Whole Test	55	Microsoft Word is one of the most popular word processing applications. It is included in the Microsoft Office Suite, which also includes Excel and PowerPoint. The Word 2000 Whole test consists of both the Normal User and Power User tests combined. The Microsoft Word 2000 Normal User test is designed to test entry-level users of Word who edit, develop and create Word Documents. The test assesses the user's ability to create and develop a basic word processing document and a mail merge. This test includes basic, intermediate and advanced level questions and tests mastery of the most commonly used commands. The Microsoft Word 2000 Power User test is designed to test very experienced users who need to create complicated Word documents such as brochures or long reports. This test assesses the user's ability to use more complex formatting features and advanced functions (including Index, Table of Contents, Tables and Columns) and includes intermediate and advanced level questions. Tests for Microsoft Word 2000 - Power Users and Microsoft Word 2000 - Normal Users are also available.
Microsoft Word 2000 Tutorial	55	Microsoft Word is the most popular word processing application. It is included in the Microsoft Office Suite, which also includes Excel and PowerPoint. The Microsoft Word 2000 tutorial is designed to teach the user to create and develop a basic word processing document and a mail merge. It also teaches how to create complicated Word documents such as brochures or long reports. It includes basic, intermediate and advanced tasks and strives towards mastery of the most commonly used commands.
Microsoft Word 2002	25	Microsoft Word 2002, part of the Microsoft Office Suite, is currently the most commonly used

- Advanced Documents

word processing application. While Microsoft Word can be used for a variety of purposes, such as creating a letter or memo, the full functionality of the application isn't utilized unless working on an advanced document, such as a report or manual. This test attempts to provide the basis for separating candidates who possess general Microsoft Word 2002 experience with those who are conversant with the full functionality of the software for advanced documents. Advanced style and formatting, tables and indices, and advanced editing tools are among some of the topics addressed.

This test is designed to test candidates who will be required to use some of the more advanced features of the program on a daily basis.

Tests for Microsoft Word 2003 and Microsoft Excel 2003 are also available.

Microsoft Word 2002 - Advanced Documents Tutorial	25	Microsoft Word 2002, part of the Microsoft Office Suite, is currently the most commonly used word processing application. While Microsoft Word can be used for a variety of purposes, such as creating a letter or memo, the full functionality of the application isn't utilized unless working on an advanced document, such as a report or manual. This tutorial attempts to provide the basis for instructing those candidates who possess general Microsoft Word 2002 experience in the use of the full functionality of the software for advanced documents. Advanced style and formatting, tables and indices, and advanced editing tools are among some of the topics addressed.

This tutorial is designed to assist candidates who will be required to use some of the more advanced features of the program on a daily basis.

Microsoft Word 2002 - Normal User	30	Microsoft Word 2002 (also known as version 10.0 or XP) aims at evaluating the skill level of the test taker in navigating through Microsoft Word 2002 as well as their ability to complete several commonly used tasks. Among the tasks included in the Microsoft Word 2002 Normal User test are; formatting a document, viewing a document, using tools, employing stylistic actions, creating tables, sorting data, and conducting mail merges.

Test for Microsoft Excel 2002, Microsoft PowerPoint 2002 and Microsoft Windows XP are also available.

Microsoft Word 2002 - Power User	25	Microsoft Word 2002, a part of the Microsoft Office Suite, is currently the most commonly used word processing application. This test attempts to provide the basis for separating candidates who possess limited exposure to Microsoft Word 2002 with those who are conversant with the full functionality of the software. Advanced formatting, Auto Text, Templates, Tables, and Toolbars are among some of the topics addressed in this thirty-question examination. This test is designed to test candidates who will be required to use some of the more advanced features of the program on a daily basis. Tests for Microsoft Excel 2002 - Power User and Microsoft PowerPoint - Power User are also available.
Microsoft Word 2002 - Whole Test	55	Microsoft Word 2002 (also known as version 10.0 or XP) aims at evaluating the skill level of the test taker in navigating through Microsoft Word 2002 as well as their ability to complete several commonly used tasks. The Whole Test combines both the Normal and Power User tests. Among the tasks included in the Microsoft Word 2002 Normal User test are; formatting a document, viewing a document, using tools, employing stylistic actions, creating tables, sorting data, and conducting mail merges. This Microsoft Word 2002 Power User test attempts to provide the basis for separating candidates who possess limited exposure to Microsoft Word 2002 with those who are conversant with the full functionality of the software. Advanced formatting, Auto Text, Templates, Tables, and Toolbars are among some of the topics addressed in this thirty-question examination. This test is designed to test candidates who will be required to use some of the more advanced features of the program on a daily basis.

Tests for Microsoft Excel 2002 and Microsoft PowerPoint 2002 are also available.

Microsoft Word 2002 Tutorial	55	Microsoft Word 2002 (also known as version 10.0 or XP) aims at teaching the candidate to navigate through Microsoft Word 2002 and to complete several commonly used tasks. Among the tasks included in the Microsoft Word 2002 tutorial are: formatting a document, viewing a document, using tools, employing stylistic actions, creating tables, sorting data, conducting mail merges, advanced formatting, Auto Text, Templates, Tables, and Toolbars. This Microsoft Word 2002 tutorial attempts to aid candidates who possess limited exposure to Microsoft Word 2002 as well as those who are conversant with the full functionality of the software and is designed to teach candidates who will be required to use basic, as well as some of the more advanced features of the program, on a daily basis.
Microsoft Word 2003 - Advanced Documents	25	Microsoft Word 2003, part of the Microsoft Office Suite, is currently the most commonly used word processing application. While Microsoft Word can be used for a variety of purposes, such as creating a letter or memo, the full functionality of the application isn't utilized unless working on an advanced document, such as a report or manual. This test attempts to provide the basis for separating candidates who possess general Microsoft Word 2003 experience with those who are conversant with the full functionality of the software for advanced documents. Advanced style and formatting, tables and indices, and advanced editing tools are among some of the topics addressed. This test is designed to test candidates who will be required to use some of the more advanced features of the program on a daily basis. Tests for Microsoft Word 2003 and Microsoft Excel 2003 are also available.
Microsoft Word 2003 - Normal User	30	Microsoft Word 2003 aims at evaluating the skill level of the test taker in navigating through Microsoft Word 2003 as well as their ability to complete several commonly used tasks. The Whole Test combines both the Normal and Power User tests. Among the tasks included in the Microsoft Word 2003 Normal User test are; formatting a document, viewing a document, using tools, employing stylistic actions, creating tables,

sorting data, and conducting mail merges.

This Microsoft Word 2003 Power User test attempts to provide the basis for separating candidates who possess limited exposure to Microsoft Word 2003 with those who are conversant with the full functionality of the software. Advanced formatting, Auto Text, Templates, Tables, and Toolbars are among some of the topics addressed in this examination.

This test is designed to assess candidates who will be required to use some of the more advanced features of the program on a daily basis.

Tests for Microsoft Excel 2003 and Microsoft Project 2002 are also available.

Microsoft Word 2003 - Power User	25	Microsoft Word 2003 aims at evaluating the skill level of the test taker in navigating through Microsoft Word 2003 as well as their ability to complete several commonly used tasks. The Whole Test combines both the Normal and Power User tests. Among the tasks included in the Microsoft Word 2003 Normal User test are; formatting a document, viewing a document, using tools, employing stylistic actions, creating tables, sorting data, and conducting mail merges. This Microsoft Word 2003 Power User test attempts to provide the basis for separating candidates who possess limited exposure to Microsoft Word 2003 with those who are conversant with the full functionality of the software. Advanced formatting, Auto Text, Templates, Tables, and Toolbars are among some of the topics addressed in this examination. This test is designed to assess candidates who will be required to use some of the more advanced features of the program on a daily basis. Tests for Microsoft Excel 2003 and Microsoft Project 2002 are also available.
Microsoft Word 2003 - Whole Test	55	Microsoft Word 2003 aims at evaluating the skill level of the test taker in navigating through Microsoft Word 2003 as well as their ability to complete several commonly used tasks. The Whole Test combines both the Normal and Power User tests. Among the tasks included in the Microsoft Word 2003 Normal User test are; formatting a document, viewing a document, using tools, employing stylistic actions, creating tables, sorting data, and conducting mail merges.

This Microsoft Word 2003 Power User test attempts to provide the basis for separating candidates who possess limited exposure to Microsoft Word 2003 with those who are conversant with the full functionality of the software. Advanced formatting, Auto Text, Templates, Tables, and Toolbars are among some of the topics addressed in this examination.

This test is designed to assess candidates who will be required to use some of the more advanced features of the program on a daily basis.

Tests for Microsoft Excel 2003 and Microsoft Project 2002 are also available.

Microsoft Word 2003 Tutorial	55	Microsoft Word 2003 aims at evaluating the skill level of the test taker in navigating through Microsoft Word 2003 as well as their ability to complete several commonly used tasks. The Whole Test combines both the Normal and Power User tests.

Among the tasks included in the Microsoft Word 2003 Normal User test are; formatting a document, viewing a document, using tools, employing stylistic actions, creating tables, sorting data, and conducting mail merges.

This Microsoft Word 2003 Power User test attempts to provide the basis for separating candidates who possess limited exposure to Microsoft Word 2003 with those who are conversant with the full functionality of the software. Advanced formatting, Auto Text, Templates, Tables, and Toolbars are among some of the topics addressed in this examination.

This test is designed to assess candidates who will be required to use some of the more advanced features of the program on a daily basis.

Tests for Microsoft Excel 2003 and Microsoft Project 2002 are also available.

Microsoft Word 97 - Normal User	30	Microsoft Word is one of the most popular word processing applications. It is included in the Microsoft Office Suite, which also includes Excel and PowerPoint.

The Word 97 Whole test consists of both the Normal User and Power User tests.

The Microsoft Word 97 Normal User test is designed to test entry-level users of Word who edit, develop and create Word Documents. The test assesses the user's ability to create and

develop a basic word processing document and a mail merge. This test includes basic, intermediate and advanced questions and tests mastery of the most commonly used commands.

The Microsoft Word 97 Power User test is designed to test very experienced users who need to create complicated Word documents such as brochures or long reports. This test assesses the user's ability to use more complex formatting features and advanced functions (including Index, Table of Contents, Tables and Columns) and includes intermediate and advanced level questions.

Tests for Microsoft Excel 97, Microsoft Access 97 and Microsoft Office Integration 97 are also available.

Microsoft Word 97 - Power User	25	Microsoft Word is one of the most popular word processing applications. It is included in the Microsoft Office Suite, which also includes Excel and PowerPoint.

The Microsoft Word 97 Normal User test is designed to test entry-level users of Word who edit, develop and create Word Documents. The test assesses the user's ability to create and develop a basic word processing document and a mail merge. This test includes basic, intermediate and advanced questions and tests mastery of the most commonly used commands.

The Microsoft Word 97 Power User test is designed to test very experienced users who need to create complicated Word documents such as brochures or long reports. This test assesses the user's ability to use more complex formatting features and advanced functions (including Index, Table of Contents, Tables and Columns) and includes intermediate and advanced level questions.

Tests for Microsoft Excel 97, Microsoft Office Integration 97 and Microsoft Access 97 are also available.

Microsoft Word 97 - Whole Test	55	Microsoft Word is one of the most popular word processing applications. It is included in the Microsoft Office Suite, which also includes Excel and PowerPoint.

The Word 97 Whole test consists of both the Normal User and Power User tests combined.

The Microsoft Word 97 Normal User test is designed to test entry-level users of Word who edit, develop and create Word Documents. The test assesses the user's ability to create and develop a basic word processing document and a mail merge. This test includes basic, intermediate and advanced level questions and tests mastery of the most commonly used commands.

The Microsoft Word 97 Power User test is designed to test very experienced users who need to create complicated Word documents such as brochures or long reports. This test assesses the user's ability to use more complex formatting features and advanced functions (including Index, Table of Contents, Tables and Columns) and includes intermediate and advanced level questions.

Tests for Microsoft Excel 97, Microsoft Access 97 and Microsoft PowerPoint 97 are also available. |
| **MVS** | 55 | MVS is IBM's operating system for their IBM 390 series mainframes. MVS superseded OS/390 in 1990. This test is designed to be administered to an MVS Engineer or Systems Analyst and would not appropriate for an applications designer.

Tests for OS/2 for Administrators and OS/2 for Users are also available. |
| Nebraska Methodist Health System Windows 2000 Tutorial | 16 | This test is a custom test, based on **Nebraska Methodist Health System Windows 2000 Tutorial**

The description for Nebraska Methodist Health System Windows 2000 Tutorial is: |

There is no description available at this time.

Netscape Navigator 4.77   30   Netscape Navigator is a popular web browser. It is available as a free download from Netscape's web site. This test is designed to test entry-level users of Netscape Navigator 4.77 who need to locate, save and organize information found on the World Wide Web. The test assesses the user's ability to use Navigator to view internet information; including following links, saving images and viewing HTML source code.

Tests for Internet Research Skills and Internet Basics are also available.

Netscape Webserver   40   This is a multiple-choice test based on Netscape Web Server software and is designed to test the knowledge of candidates applying for jobs in this area. It covers candidates' proficiency in the software, including some more in-depth, technical areas which applicants with more advanced knowledge of the software should be able to answer with little difficulty. The test is aimed at candidates who have worked with the software for anywhere between 6 months to 2 years.

Tests for WebLogic Server 7.0 and Microsoft Windows XP Server Administration are also available.

Network Administration   35   The Network Administration test is a general test geared towards measuring an individual's knowledge of network administration. This test is not geared towards any particular type of network. This test covers such topical areas as Networking, Operating Systems, Network Service Administration and Server Administration.

Test for Network Security and AppleTalk Networks are also available.

Network Security   48   This test is suitable for screening security engineering candidates for an ISP, ASP, Dot.Com and large organization's network center. The questions are oriented toward fundamental

network principals and standards and generally avoid vendor-specific "fact" knowledge. A candidate with a meaningful grounding in a given topic should be able to obtain the answer with a bit of mental effort. The specific topics covered include IP Subnetting, Protocols, Attacks, Web Bits, DNS faults, weaknesses, Server Problems, PKI and Encryption and Network related Physics.

Tests for Network Administration and Ethernet Networking are also available.

Novell Directory Services	44	This test is designed to evaluate an individual's knowledge of Novell Directory Services. A broad knowledge base of the NetWare network operating system is assumed as well as a familiarity with Microsoft NT, Linux and Sun Solaris.

Areas covered in the test include design, installation, administration, integration with other network operating systems, maintenance and troubleshooting.

Tests for Microsoft Windows NT 4.0 Troubleshooting, Linux Administration and Solaris Programming are also available.

Novell NetWare 3.12	69	NetWare is a network operating system created by Novell. NetWare and Microsoft Windows NT are the leading network operating systems. Since this test is very technical, this assessment should not be administered to users who simply need to work in the NetWare environment. In addition, there are many differences between the 3.x versions, 4.x versions and the 5.x versions. Please administer the appropriate test for the job environment. This particular test should be given to administrators.

Tests for Novell NetWare 4.x and Novell NetWare 5.x are also available.

Novell NetWare 4.x	65	NetWare is a network operating system created by Novell. NetWare and Microsoft Windows NT are the leading network operating systems. Since this test is very technical, this assessment should not be administered to users who simply need to work in the NetWare environment. In addition, there are many differences between the 3.x versions, 4.x versions

and the 5.x versions. Please administer the appropriate test for the job environment. This particular test should be given to administrators.

Tests for Novell NetWare 3.12 and Novell NetWare 5.x are also available.

Novell NetWare 5.x	35	NetWare is a network operating system created by Novell. NetWare and Microsoft Windows NT are the leading network operating systems. Since this test is very technical, this assessment should not be administered to users who simply need to work in the NetWare environment. In addition, there are many differences between the 3.x versions, 4.x versions and the 5.x versions. Please administer the appropriate test for the job environment. This particular test should be given to administrators.

Tests for Novell NetWare 4.x and Novell NetWare 3.12 are also available. |
| **Numeric Filing** | 33 | The Numeric Filing Test aims at assessing the test takers understanding of numeric ordering as employed in filing systems. Both ascending and descending ordering, along with chronological, duplex-numeric and decimal-numeric filing are all addressed herein. The remaining questions address best practices in this context.

Tests for Typing, Office Filing Skills and Office Grammar and Spelling are also available. |
| **Numeric Proofreading** | 30 | The Numeric Proofreading test is structured as a spreadsheet containing numeric data to which questions are aimed. Such skills tested include, but are not limited to, identifying numeric data errors, correlating numeric data with alpha-numeric data, verifying accuracy and making corrections, as well as referencing numeric information. It is recommended that the test-taker is provided a pencil and paper and the test administrator note the time required for test completion.

Tests for Proofreader Marks and Corrective Proofreading are also available. |

Nurse Practitioner   43   A nurse practitioner should be able to compile medical history, physical exam data, and laboratory or test information to form a differential diagnosis on a given patient's health complaint (for common, well-defined, disease entities). Using this information, the nurse practitioner is equipped to treat those disease states with up-to-date therapies. Beyond that, the nurse practitioner is responsible for maintaining the integrity of the nursing profession as a whole, and must possess an understanding of the regulatory bodies that govern the profession, an understanding of the business of providing excellent care, and an understanding of research processes which foster continuous quality improvement.

The Nurse Practitioner assessment is designed to test the level of understanding a nurse practitioner has of these aspects of professional practice, and to differentiate those with only a basic understanding from those with more in-depth clinical and scientific acumen. Topics include anatomy and physiology, pharmacology, regulatory issues, professional practice, and research.

Assessments for Registered Nurse (RN), LPN/LVN, and Bloodborne Pathogens - Infection Control are also available.

Nursing Assistant   38   This test is aimed at assessing the skill level of CNA's, certified nursing assistants. It addresses such topical areas as HIPAA regulations, clinical procedures, infection control, job safety and patient's rights.

Tests for Medical Office Personnel Skills, Registered Nurse (RN), and OSHA are also available.

Object Oriented Programming [OOP]   25   Object Oriented Programming is a type of programming in which programmers define not only the data type of a data structure, but also the types of operations (functions) that can be applied to the data structure. In this way, the data structure becomes an object that includes both data and functions. In addition, programmers can create relationships between one object and another. One of the principal advantages of object-oriented programming techniques over conventional programming techniques is that they enable programmers to

create modules that do not need to be changed when a new type of object is added. A programmer can simply create a new object that inherits many of its features from existing objects. This makes object-oriented programs easier to modify. This test is non-version specific and is appropriate to administer to those who will be programming using OOP.

Tests for Java 2, Java Script and Object PAL 5.0 are also available.

Object PAL 5.0	50	PAL stands for Paradox Application Language. Object PAL is the programming languages associated with Paradox for Windows. Like other database tests, this examines the most technical areas of Paradox for Windows. Therefore, this test is not an appropriate assessment of a user's ability to work with Paradox for Windows. This test should be administered to developers.

Tests for PAL and Microsoft Windows 98 Technical Skills are also available.

Occupational Therapy   46   Occupational therapy promotes independent functioning in individuals who may otherwise require institutionalization or other long-term care. It can prevent injury or the worsening of existing conditions or disabilities. The Occupational therapy profession helps people to build, regain, and develop skills that are important for independent functioning, well-being, security, and quality of life.

This test assesses the occupational therapist with at least one year of experience in various areas, including diseases, diagnosis, physical examination, and therapy.

Such topics covered in the exam are identifying anatomical movements, assessing patients, normal and pathological anatomy, diagnosing conditions, identifying abnormalities, and basic medical terminology.

Tests for Registered Nurse (RN) and Medical Assistants are also available.

Office Abbreviations   45   The Office Abbreviations test aims at assessing the skill level of the test taker in

understanding common office abbreviations. These abbreviations are divided into several categories, allowing the test administrator to determine the appropriateness of particular questions. Such categories include, but are not limited to; Titles, Departments, Writing, Mailing, Legal, and Currency.

This test is appropriate to administer to those that have a minimum of 6 months of experience working in an office environment as most of the abbreviations are used only in that environment.

Tests of Office Spelling and Grammar as well as Typing are also available.

Office Filing Skills	31	The Office Filing Skills test measures the ability to categorize and alphabetize items using basic filing procedures. This test is designed for job candidates who need filing skills in order to perform a job successfully.

Assessments for Basic Office Skills [No Math] and Office Grammar and Spelling are also available. |
| **Office Grammar and Spelling** | 40 | The Office Grammar and Spelling Skills test is a multiple choice test that measures the test taker's knowledge of spelling, sentence structure, punctuation, and word usage. This test is designed for job candidates who need verbal and written skills in order to perform a job successfully.

Tests for Office Filing Skills and Office Math Skills are also available. |
| **Office Management Skills** | 47 | This test is aimed at assessing the skill level of an employee or potential employee in the understanding and implementation of office management logistics. The questions herein address scenarios that are found daily in an office environment. Office Managers with more than a year of experience should be able to recognize these routine office questions. Among the issues that are included are Office Ethics, Office Maintenance, Security, Troubleshooting Equipment and Planning and Organizational Skills. |

Tests for Human Resources Benefits Knowledge, Interviewing & Hiring Concepts and Human Resources Basics are also available.

Office Manager	56	In addition to predicting overall job success, the **Office Manager Selector** also provides an individual profile of each candidate's likely strengths and "soft spots" in terms of the following competencies:

- **Achiever** - An internal drive to be busy, active and getting things done.
- **Assertiveness** - Characterized by direct and effective communication, even when resistance is encountered.
- **Competition** - The desire and need to win and excel. Highly competitive individuals find themselves involved in activities where they have potential to succeed.
- **Customer Service** - Have no limitations on the level of service toward their customers. They maintain high standards for quality, production, and responding to the needs of the customer.
- **Developer** - Receives satisfaction from the growth of the employees with whom they are working.
- **Relator** - Able to establish relationships and build an ongoing rapport.
- **Responsibility** - A natural capacity for taking psychological ownership for one's work, one's commitments, and one's word.
- **Team** - Ability to build mutually supportive relationships with co-workers.

Office Math Skills	34	The Office Math Skills test is a multiple choice test that measures the test taker's ability to complete basic arithmetic and business word problems. This test is designed for job candidates who need math skills in order to perform a job successfully. Tests for Basic Office Skills, Basic Spelling, and Office Grammar & Spelling are also available.
OLAP Concepts	37	OLAP is an acronym for On Line Analytical Processing. The OLAP Concepts assessment measures a candidate's understanding of the core ideas and key concepts of OLAP database

design and management. This assessment is appropriate for entry-level OLAP users and those with one or two years of experience. Topics include Data Warehousing, Building Dimensions, Working with Cubes and Measures, Managing Storage and Optimization, Processing Dimensions and Cubes Managing Partitions, Deploying an OLAP Solution, and Data Mining.

Assessments for Data Modeling Concepts, Data Warehousing Concepts, and SPSS are also available.

Oracle 10g DBA	45	The Oracle 10g DBA test aims at accessing the skill level of the test taker in several areas often encountered on the job. These subject areas include SQL and PL/SQL, Administration, Performance Monitoring and Tuning, Backup and Recovery, Security and Oracle Net configuration. This test is appropriate to administer to Oracle DBAs.
		Assessments for Oracle 9i DBA and Oracle 8 DBA are also available.
Oracle 10g for Developers	55	The focus of this assessment is to test the knowledge of Oracle developers for interacting with the Oracle 10g database through SQL and PL/SQL commands.
		The test covers creation and management of database schema objects, as well as retrieving data, inserting new data, modifying existing data, and deleting existing data from the database. In addition to basic SELECT statements, the questions in this test will examine the knowledge of developers in the area of functions, aggregates, joins, tables, indexes, views, constraints, and cover the new features that are specific to the Oracle 10g database.
		Assessments for Oracle 10g DBA and Oracle 9i for Developers are also available.
Oracle 7.3 DBA	30	The Oracle test is based on version 7 of this popular Client/Server development tool. The test covers such topics as storage parameters, SID, Triggers, Tablespaces, Datafiles and Database design. The test was created for Oracle database administrators and is not appropriate for developers or users.

Tests for Oracle 8 DBA and Oracle Applications DBA are also available.

Oracle 7.3 Developer   48   This Oracle test is designed for developers of the popular Client/Server development tool. The test covers such topics as commands, data dictionary use, tables and code, among others. The test is not appropriate to be given to administrators or users.

Tests for Oracle 8 Developers and Oracle 9i for Developers are also available.

Oracle 8 DBA   39   The Oracle 8 DBA test is based on version 8 of this popular database. It is designed for Oracle database administrators and covers such topical areas as datafiles, SGA, database structure, background processes and parameters. This test is not appropriate for developers or users of Oracle.

Tests for Oracle 9i for Developers and Oracle 8 Applications DBA are also available

Oracle 8 Developer   57   The Oracle 8 for Developers test is designed for developers of the popular Client/Server development tool. The test covers such topical areas as features, tables, coding, datatypes and organization. This test is not appropriate for administrators or users of Oracle.

Tests for Oracle 8.i and Oracle 8 DBA are also available.

Oracle 8.i   47   This test is geared towards both Administrators and Developers. The Oracle 8 DBA or Oracle 8 Developer tests should be used to test these two areas specifically. Many of the questions are based on scenarios not mentioned in Oracle books or classes. The categories are broken into: DBA – general DBA tasks, SQL – general SQL tasks, PL/SQL – general PL/SQL tasks, Tuning – general Tuning tasks, Backup and Recovery tasks, Sqlplus – general understanding of sqlplus, and Replication –general Advanced Replication tasks.

Tests for Oracle 8 DBA and Oracle 8 Developer are also available.

Oracle 9i DBA   42   The Oracle 9i DBA test aims at accessing the skill level of the test taker in several areas often encountered on the job. These subject areas include SQL, Architecture and Administration, Performance Monitoring and Tuning, Backup and Recovery and Net8 configuration.

This test is appropriate to administer to Oracle DBAs.

Tests for Oracle (I Developers, Oracle Applications DBA and Oracle Developer 2000 are also available.

Oracle 9i for Developers   54   The Oracle 9i test for application developers is intended to assess the knowledge base of those working and/or intending to work as a developer with the Oracle 9i database. The topical areas included are PL/SQL Control Structures, optimizing performance, object and RDBMS extension in Oracle 9i, using code units and the specific features of Oracle 9i, among others. This test is not appropriate for database administrators or users of Oracle 9i.

Tests Oracle 8 for Developers, Oracle 8 for Database Administrators, and Oracle 8.i are also available.

Oracle Applications DBA   41   This test consists of questions ranging from basic to advanced level intended to examine the knowledge of the test taker in database administration concepts and the DBA Management Pack. The test is appropriate to administer to those applying for a job as an administrator of Oracle databases who will be using DBA Management Pack.

Tests for Oracle 9.i for Developers and Oracle 8 DBA are also available.

Oracle Designer 2000   45   Oracle Designer 2000 is a set of tools used in concert with the Oracle database system. It provides greater functionality to existing databases as well as allows for the design and implementation of new databases. This non-version specific test evaluates knowledge of the

capacities of the design tool, as well as the implementation of such on both a theoretical level and practical level.

Tests for Oracle Developer 2000 and Oracle Financials 11 are also available.

Oracle Developer 2000	45	Oracle Developer 2000 is a Client/Server software development application designed especially to create professional end-user applications which interface with an Oracle database server. This non-version specific test covers the two primary components of Developer 2000, which are Forms and Reports. Tests for Oracle Designer 2000 and Oracle 9.i for Developers are also available.
Oracle Financials 11	60	This test covers development and administration of Oracle Financials. Topics include Assets, Cash Management, Global Account Engine, General Ledger, Payables and Receivables. This test is appropriate to be given to Oracle developers and database administrators. Tests for Oracle 9.i for Developers and Oracle Applications DBA are also available.
OS/2 for Administrators	30	The OS/2 for Administrators test covers topics such as installation and support for OS/2 systems, as well as issues associated with system maintenance, networking, and configurations. The test is appropriate to administer to administrators and troubleshooters, but would not be appropriate to administer to basic users. This test is non-version specific. Tests for OS/2 for Users and Network Administration are also available.
OS/2 for Users	25	The OS/2 for Users test assesses the skills needed to effectively navigate within, and make use of, the features of the OS/2 platform. The test is appropriate to administer to users, as well as helpdesk and troubleshooting staff. This test is non-version specific. Tests for OS/2 for Administrators and Solaris Users are also available.

OSHA	42	This test is intended to examine the ability of the test taker to comprehend the regulations and standards set by OSHA. This test covers such topical areas as Bloodborne Pathogens, Occupational Safety and Health Act, Emergency Exit Procedures, Hazard Communication, Occupational Noise Exposure, and Control of Hazardous Energy. Tests for Bloodborne Pathogens - Infection Control, HIPAA Administration and Occupational Therapy are also available.
Paradox Application Language 4.0	35	PAL stands for Paradox Application Language. Like other database tests, this test examines the most technical areas of Paradox. It covers PROCS, coding, queries, tables and menus. This test, therefore, is not an appropriate assessment of a user's ability to work with Paradox or Paradox for Windows. Tests for Ultrix Programming, Object Oriented Programming (OOP) and Object PAL 5.0 are also available.
Paralegal Skills	56	The Paralegal Skills test is designed for professionals who wish to pursue a career in the paralegal field. Because legal analysis is not the exclusive domain of the attorney; without understanding the legal analysis fundamentals, Paralegals may fail to grasp the complexities of the legal system and cannot accomplish many of the more demanding tasks which they are assigned. The aim of this test, then, is to assess one's knowledge of the functions of a paralegal, field regulations, ethical guidelines of paralegals and attorneys, legal analysis techniques, legal research options, investigations, office administration, and legal terminology. Tests for Basic Litigation Knowledge, Legal Assistant and Legal Vocabulary are also available.
Partnership Tax Accounting	46	The Partnership Tax Accounting test covers accounting, tax and strategic issues in partnerships. Specific topical areas include distributing partnership income, amortization,

guaranteed payments, and filing partnership returns. The test is appropriate for those applying for positions as a partnership tax accountant. The questions vary between basic, intermediate and advanced levels.

Tests for Corporate Tax Accounting, Cost Accounting and Business Income Tax are also available.

Pascal	44	A programming language designed for simplicity and for teaching programming, Pascal emphasizes structured programming constructs, data structures and strong typing. Innovations included enumeration types, subranges, sets, variant records and the case statement. Pascal has been extremely influential in programming language design and has a great number of variants and descendants. This test is appropriate to be given to programmers.

Tests for Visual Basic 6.0, UNIX Programming and Object Oriented Programming (OOP) are also available.

Payroll	39	This test, for payroll specialists, is aimed at testing people with one or two years experience in payroll knowledge. The test aims at determining whether the test taker knows the principles of payroll such as wages calculation, the different pay periods, payroll deductions, including Statutory and Voluntary deductions, different methods of payments, tax depositing and how and when to file the reports including year end reporting.

The Payroll test was designed to identify the extent of payroll knowledge sufficient to perform in a professional manner the payroll process from collecting employee's hours to filling quarterly and yearly payroll and taxes reports.

Tests are also available for Bookkeeping - Professional, General Accounting and Payroll Management.

Payroll Clerk	35	The Payroll test is a multiple choice test that measures knowledge of administration and

calculation of payroll. It assesses the test taker's knowledge of basic payroll principles including calculating wages, federal taxes and basic payroll regulations and is designed for clerical workers and bookkeepers who are responsible for payroll.

Tests for Bookkeeping - Professional, Business Income Tax and Payroll Management are also available.

Payroll Management	52	The Payroll Management test focuses on commonly used phrases, terminology and methodologies used in payroll processes. Specifically, it addresses such topics as legal issues, regulating agencies, taxation, payroll and compensation calculations, among others. Included are items of basic, intermediate, and advanced level knowledge that may be employed in assessing the skill level of those working in the field.

Tests for Payroll and Payroll Clerks are also available.

PC Skills Survey	40	The PC Skills Survey test evaluates general computer knowledge of computer support generalists and other high level computer specialists. This test is not appropriate for user level PC operators. Because of the general nature of this test, test takers may find it very challenging. The test's questions evaluate general knowledge of hardware, software, networking and operating systems, maintenance, and troubleshooting. Questions are asked about both current and legacy systems.

Tests for Technical Support Processes and Hardware Troubleshooting are also available.

Peachtree Accounting 2003	28	Peachtree Accounting software is one of the most widely used accounting packages for small businesses. It is available off-the-shelf with the most commonly used accounting modules, including general ledger, accounts payable, accounts receivable, payroll, inventory and job costing.

This test is appropriate to administer to those who are expected to work with Peachtree Accounting software, within the structure of their job description.

Tests for SAP for Users, Quicken 2003 and QuickBooks Pro 2000 are also available.

Peachtree Accounting 2003 Tutorial	28	Peachtree Accounting software is one of the most widely used accounting packages for small businesses. It is available off-the-shelf with the most commonly used accounting modules, including general ledger, accounts payable, accounts receivable, payroll, inventory and job costing. ' This tutorial is appropriate for individuals who are expected to work with Peachtree Accounting software, within the structure of their job description.
PeopleSoft	40	PeopleSoft is an extended database specifically tailored for the Human Resource and Technical Recruiter industry. It is designed to aide in tracking individuals and maintaining records, as well as containing several functionality tools that aide in the creation of customized databases. This test is appropriate to administer to PeopleSoft designers or administrators. Tests for Human Resource Basics, Human Resources Benefits Knowledge, Project Management Fundamentals, and Recruiting Fundamentals are also available.
PeopleSoft 7 DBA	45	PeopleSoft is one of the most popular ERP solutions. PeopleSoft delivers a range of development tools including SQR, PeopleTools, Query, PeopleCode, etc. A PeopleSoft DBA is responsible for installation, upgrading, security, migration, support and more. This test is designed to assess these skills and is aimed at those with at least one year of experience as a PeopleSoft DBA. Tests for Peoplesoft and Peoplesoft 7 Developer are also available.
PeopleSoft 7	40	PeopleSoft is part of a class of software referred to as Enterprise Resource Planners, or

Developer		ERP. PeopleSoft delivers a range of development tools including SQR, PeopleTools, Query, PeopleCode, etc. PeopleSoft developers use these tools to modify the existing PeopleSoft software to more exactly fit the needs of individual businesses implementing a PeopleSoft solution. This assessment is designed to test the knowledge of PeopleSoft developers from those with one year of experience to quite experienced developers.
		Tests for PeopleSoft and PeopleSoft 7 DBA are also available.
PeopleSoft 8 DBA	39	This test is intended to evaluate PeopleSoft 8 Database Administrators. Since PeopleSoft can reside on many databases, such as Oracle, DB2, SQL Server and others, this test is geared towards application issues rather than questions focusing on database-specific issues.
		Among the topical areas included are PeopleSoft 8 Architecture, PeopleSoft 8 Application Server, PeopleSoft 8 PeopleTools, upgrades, patches and fixes.
		This test is appropriate to administer to people who have worked as a PeopleSoft DBA for at least one year.
		Tests are also available for Oracle 9i DBA and Db2 5.x DBA.
PeopleSoft 8 Developer	40	The PeopleSoft 8 Developer is required to know about PeopleTools, PeopleCode, PeopleSoft Database, SQR, Crystal Reports, Process Scheduler, Security, Internet Architecture, and Query. All of these technologies comprise PeopleSoft 8.
PeopleSoft Financials	37	PeopleSoft is one of the most popular ERP solutions in America. PeopleSoft has developed different modules like HRMS, Finance, Manufacturing and Distribution, etc. PeopleSoft Financials is quite a strong software package and includes different modules like General Ledgers, Payables, Receivables, etc. This assessment is designed to test the functional knowledge of PeopleSoft Financials from first year through quite experienced professionals and contains questions on such topics as vendor information, customer information, function

keys, and payment posting.

PeopleSoft HRMS   40   PeopleSoft is one of the most popular ERP solutions in America. PeopleSoft has developed several modules including HRMS, Finance, Manufacturing and Distribution. PeopleSoft HRMS is a robust software package that contains modules such as HR, Payroll, Pension, and Base Benefits. This assessment is designed to test the functional knowledge of PeopleSoft HRMS first-year users to advanced users.

Test for PeopleSoft Financials 11, PeopleSoft and PeopleSoft 7 DBA are also available.

Perl 5   30   PERL is a scripting language based partially on C and C++ that has grown in popularity due to its closer resemblance to English syntax. It is used primarily for writing scripts for a UNIX environment as well as for common gateway interfaces (CGI) to web pages. This test is appropriate to administer to Perl Developers.

Tests for C, C++ and CGI Concepts are also available.

Pharmaceutical Terminology   42   The Pharmaceutical Terminology test aims at assessing the terminological knowledge of pharmacists working within the field. It covers commonly used pharmaceutical terminology including drug nomenclature and classification, pharmaceutical calculations, pharmacy law, pharmacokinetics, and pharmaceutical manufacturing. The test is intended to be administered to those with at least one year of pharmaceutical, biotech, healthcare or related experience.

Tests for Healthcare Industry Terminology, General Pharmaceutical Knowledge and Medical Office Personnel Skills are also available.

Phlebotomy   21   The Phlebotomy test was designed to measure the knowledge of general phlebotomy vocabulary and skills. This test is appropriate for phlebotomists who need to be able to comprehend basic phlebotomy skills. The need to maintain patient and staff safety and

proper technique is vital to phlebotomists and is included in this assessment.

Tests for Medical Assistants, Medical Terminology and Medical Office Personnel are also available.

PHP 30 The PHP test covers such topical areas as comments, operators, string conversion, variables, functions, expressions, and sessions. This test is appropriate to administer to is a regular user of PHP.

Tests for PHP Scripting and JavaScript are also available.

PHP 4 40 PHP is one of the fastest growing scripting languages on the Internet. It is cross-platform, open-source, and designed from the ground up to deliver dynamic, database driven websites.

This test covers most topics in PHP including: Language Syntax, Built-In Functions, PHP Installation and Configuration, Using Databases, Using Regular Expressions, Performing File Input/Output, and User Interaction. This test is appropriate for anyone developing dynamic websites using PHP.

Tests for PHP Scripting and PL/SQL are also available.

PHP Scripting 40 The PHP Scripting test is based on version 3 and covers such topics as HTML formatting, variable operations, commands, and communication. This test is appropriate to administer to those intending to function as a PHP programmer.

Tests for PHP and JavaScript are also available.

Physical Therapy 38 The Physical Therapy assessment measures the test taker's ability with the assessment, diagnosis, and treatment of disease and disability through physical means. Primary topics include Cardiopulmonary Physical Therapy, Geriatric Physical Therapy, Neurological

Physical Therapy, Pediatric Physical Therapy, and Musculoskeletal Physical Therapy. Questions pertaining to the initial evaluation, Integumentary Physical Therapy, and Oncologic Physical Therapy are also addressed as well.

A variety of Medical Terminology assessments are also available.

Physician Assistant 50

Physician Assistants conduct physical exams, diagnose and treat illnesses, order and interpret tests, counsel on preventive health care, and assist in surgery. While some Physician Assistants practice medicine in a specialty field, the majority are educated and practice in the primary care role model. The Physician Assistant assessment focuses on the typical patient situations seen in a primary care office, emergency room, and in the most common specialties a PA may be utilized.

Assessments for Bloodborne Pathogens - Infection Control and several Medical Terminology assessments are also available.

PL/SQL 45

Oracle PL/SQL is a powerful and flexible procedural language used for database application development. It is an extension of ANSI SQL and is tightly integrated with the Oracle database server. This non-version specific test is appropriate to administer to developers.

Tests for ANSI SQL, SQL Entry Level and Oracle Developer 2000 are also available.

Plastic Fabrication Skills 43

Plastic fabrication includes many different processes and techniques. Usually, processes employed in forming plastic parts include, but are not limited to, injection molding, compression molding, blow molding, rotomolding, thermoforming, casting, extrusion, and pultrusion. For the purposes of this test, techniques used in modifying plastic forms are examined. The test is directed to individuals that have completed high school (or equivalent) and have at least one year of plastic fabrication experience.

Tests for Basic Injection Molding, Manufacturing Basics and Quality Assurance Inspection are also available.

Plumbing Quality	51	This test was designed to examine the knowledge level of applicants interested in participating in the plumbing field. Questions were derived from technical information common in the plumbing field which include, but are not limited to; water supply, drainage, calculations, materials, tools, and rough-in specifications. The test is appropriate to administer to those seeking to function as a plumber.

Tests for Safety in the Workplace, General Maintenance, and Basic Industrial Skills are also available.

Post Computer Selector	84	In addition to predicting overall job success, the **Post Computer Selector** also provides an individual profile of each candidate's likely strengths and "soft spots" in terms of the following competencies:

- **Gestalt**. Pay close attention to detail, an emphasis on organization.
- **Stability**. A natural ability to easily and comfortably handle change. Able to effectively manage in an environment of constant change and control emotions.
- **Achiever**. An internal drive to be busy, active and get things done.
- **Belief**. A strong internal value system that is best expressed through service to others.
- **Focus**. The need to have and maintain a consistent direction. Aware of their goals and can maintain better priorities.
- **Independent Relator**. Limited need for continual interaction with others.

Information Management. Strive to create a work place that is structured and orderly, and maintain a more organized approach to work.

Responsiblity. Someone others can count on they value honesty in others and hold themselves accountable to doing the right thing.

Performance Orientation. Think about things in terms of numbers and measurable results, and at any point in time is aware of the key performance variables for their organization.

Adaptability. Easily adapt to change and maintain a positive outlook. They are comfortable responding to what other people want them to do.

Competence. The need to master a skill and take pride in ones ability to become highly competent in the skill.

PowerBuilder 10	50	The PowerBuilder 10 test aims at assessing the skill level of the PowerBuilder developer. The topics include herein are DataWindows, Variables, PowerScript, Windows, Controls as well as miscellaneous topical areas. The content of this test is geared towards PowerBuilder developers who have had at least one to five years experience within the industry. Assessments for Object Oriented Programming (OOP), Microsoft Windows XP Technical Skills and C Programming are also available.
PowerBuilder 4.0	60	PowerBuilder is a popular application development system for Microsoft Windows client/server environments. It supports various databases, including DB2 and Oracle. PowerBuilder provides visual programming tools as well as a BASIC-like programming language called Powerscript. Similar applications include Access and Visual Basic. PowerBuilder is one of the most popular visual development products on the market. It is commonly used to build interfaces to more advanced systems, like SQL databases or to create free-standing client/server systems. The test covers such topics as SQL statements and selection, data manipulation, columns, modes and functions. This test is appropriate to administer to developers. Tests for Microsoft Windows XP Server Administration, Paradox Application Language 4.0, and SQL for Client-Server Applications.
PowerBuilder 5.0	64	PowerBuilder is a popular application development system for Windows client/server environments. It supports various databases, including DB2 and Oracle. PowerBuilder provides visual programming tools as well as a BASIC-like programming language called Powerscript. Similar applications include Access and Visual Basic. PowerBuilder is one of the most popular visual development products on the market. It is commonly used to build

interfaces to more advanced systems, like SQL databases or to create free-standing client/server systems. This test is appropriate to administer to developers.

Tests for SQL Server 7.0 Developer, Oracle 9.i Developer and C Programming are also available.

PowerBuilder 6.0	37	PowerBuilder is a popular application development system for Windows client/server environments. It supports various databases, including DB2 and Oracle. PowerBuilder provides visual programming tools as well as a BASIC-like programming language called Powerscript. Similar applications include Access and Visual Basic. PowerBuilder is one of the most popular visual development products on the market. It is commonly used to build interfaces to more advanced systems, like SQL databases or to create free-standing client/server systems. This test is appropriate to administer to developers. Tests for SQL Server 7.0 Developer, UNIX Programming and Oracle 9.i for Developers are also available.
PowerBuilder 8.0	50	The PowerBuilder 8.0 test aims at assessing the skill level of the PowerBuilder developer. The topics include herein are; Application, Object Oriented programming, Data Windows, PowerScript, Windows as well as miscellaneous topical areas. The content of this test is geared toward Power Builder developers who have had at least one to five years experience within the industry. Tests for Object Oriented Programming (OOP), Microsoft Windows XP Technical Skills and C Programming are also available.
Practice Typing - General [1 Minute Hardcopy]	1	The practice typing tests are provided as a warm-up prior to taking a full typing test. Since it is a practice session only, the practice typing test results are not scored or saved.

Practice Typing - General [1 Minute Onscreen]	1	The practice typing tests are provided as a warm-up prior to taking a full typing test. Since it is a practice session only, the practice typing test results are not scored or saved.
Practice Typing - Legal [1 Minute Hardcopy]	1	The practice typing tests are provided as a warm-up prior to taking a full typing test. Since it is a practice session only, the practice typing test results are not scored or saved.
Practice Typing - Legal [1 Minute Onscreen]	1	The practice typing tests are provided as a warm-up prior to taking a full typing test. Since it is a practice session only, the practice typing test results are not scored or saved.
Practice Typing - Medical [1 Minute Hardcopy]	1	The practice typing tests are provided as a warm-up prior to taking a full typing test. Since it is a practice session only, the practice typing test results are not scored or saved.
Practice Typing - Medical [1 Minute Onscreen]	1	The practice typing tests are provided as a warm-up prior to taking a full typing test. Since it is a practice session only, the practice typing test results are not scored or saved.
Precomputer and Enrollment Selector	63	In addition to predicting overall job success, the **Precomputer & Enrollment Selector** also provides an individual profile of each candidate's likely strengths and "soft spots" in terms of the following competencies:

- **Gestalt**. Pay close attention to detail, an emphasis on organization.
- **Achiever**. An internal drive to be busy, active and get things done.
- **Belief**. A strong internal value system that is best expressed through service to others.
- **Focus**. The need to have and maintain a consistent direction. Aware of their goals and can maintain better priorities.
- **Independent Relator**. Limited need for continual interaction with others.
  Responsiblity. Someone others can count on they value honesty in others and hold themselves accountable to doing the right thing.

Performance Orientation. Think about things in terms of numbers and measurable results, and at any point in time is aware of the key performance variables for their organization.
Stress Tolerance. Able to effectively manage in an environment of constant change, they are able to control their emotions.
Competence. The need to master a skill and take pride in ones ability to become highly competent in the skill.

Press Brake Operation	39	A Press Brake is a machine used in cold-forming metal sheets or strips into desired sections. It is an important industrial tool used by many metal workers. The Press Brake Operation assessment measures a candidate's knowledge of using a Press Brake properly and safely. The test taker should be familiar with the principals of using a Press Brake, proper metal bending techniques, and the tools and terms used in accurately shaping metal. This test is appropriate for candidates that have a strong, hands-on knowledge of Press Brake operation. Assessments for Basic CNC and Lathe Operator are also available.
Pro/ENGINEER	45	Pro/Engineer is a high-end CAD (computer aided design) program. It is used by architects, engineers, technical designers, and various other individuals that are responsible for the creation of practical sketches of objects for construction. This test is appropriate to administer to developers. Tests for AutoCAD 2000, and Project Management Fundamentals are also available.
Product Packaging Skills	30	The Product Packaging Skills test is geared towards general product packagers. This test is not specific to any type of an industry. This test is designed to measure general product packaging skills and includes questions regarding packaging process documents, shipping, cost estimates, and blister packaging and equipment. Tests for Manufacturing Basics, Mailroom Management Skills and Quality Assurance

Inspection are also available.

Project Management for IT Professionals	51	Project Management is the collective set of tasks and skills used to successfully initiate, control, and complete a unique, one-time work effort. This test aims to cover the full range of project manager competencies as defined by the Project Management Institute in the PMBOK. This test is targeted for such job titles as project lead, project coordinator, and project manager.

Tests for Project Management Fundamentals, Business Writing and Software Quality Assurance are also available. |
| **Project Management Fundamentals** | 48 | This test is designed to assess the skill level of a Project Manager. Most of the questions are oriented toward generic project management. The test includes question of advanced level such as a Project Management Professional (PMP), an intermediate level such as a person with some PMP training, as well as basic level questions. The areas covered by the test are project startup, scope planning, schedule planning, budget planning, staffing and HR, project execution, and leadership.

Tests for Project Management for IT Professionals and Software Quality Assurance are also available. |
| **Proofreader Marks** | 32 | The Proofreader Marks test is suited for entry-level proofreading and copyediting positions. It consists of questions that focus on identification of proofreading marks as well as passages followed by a series of questions. This section requires individuals to apply their knowledge of proofreading marks to actual material.

Tests for Business Writing, Office Grammar & Spelling, and Punctuation, as well as Free Writing Sample Scenarios, are also available. |
| **Property Insurance** | 48 | This test is aimed at determining your competency and experience level in dealing with |

various Property Insurance issues including knowledge of legal terms, the policies, the law and general insurance knowledge overall.

Tests for Casualty Insurance and Title Insurance are also available.

Property Management	40	Property Managers have multiple responsibilities associated with caring for a physical asset, generating income from that asset, as well as consideration for the needs of the tenants and the guidelines of the local, state and federal government. Unlike technical fields, Property Management is not a factor specific job. One will find that there are many different areas that present different requirements as well as that pose different challenges. This test for Property Management is appropriate to administer to those that have basic knowledge of real estate maintenance, accounting and, of course, local, state and federal laws that apply to the rental market.

Tests for Bookkeeping, Computer Literacy and Home Inspection Skills are also available.

Property Management Selector	100	In addition to predicting overall job success, the **Property Manager Selector** also provides an individual profile of each candidate's likely strengths and "soft spots" in terms of the following competencies:

- **Assertiveness**. Sociability, self-confidence, persuasiveness, and natural leadership qualities.
- **Experience**. Quantity and quality of school and work history.
- **Organization**. Planning and goal-oriented. Neat, orderly. Attentive to details. Personally accountable and compliant with authority.
- **Past Performance**. Has had positive work experiences, receiving recognition for a job well-done. Likely to be rehired with prior employers.
- **Situational Savvy**. Interpersonal skills and practical problem solving abilities in challenging situations involving employees and customers.
- **Stress Tolerance**. High self-esteem. Proud. Success-oriented. Satisfied with life. Even-tempered; calm in difficult situations. Able to depend on others. Self-controlled.

| **Punctuation** | 39 | This Punctuation test evaluates the punctuation skills of the test taker. Among the specific skills tested are apostrophe usage, comma placement, semicolon and colon usage, period placement, and quotation mark usage. The questions request the test taker to both define and recognize the correct punctuation regarding the specific skills mentioned above.

Tests for Office Grammar & Spelling, Business Writing, and Proofreader Marks are also available. |

| **Purchasing Fundamentals** | 50 | The purchasing fundamentals test covers various aspects of the purchasing profession. Areas tested include understanding the purchasing function, working vocabulary, purchasing policies, inventory management, vendor management, negotiation skills, and technical skills. The test is appropriate for the test taker with one year of basic purchasing experience, but intermediate and advanced questions are included in order to give the test taker the opportunity to reveal advanced potential and skills. Ethics are an important aspect of purchasing and ethical test questions are included under the policy questions task set.

Tests for Office Management Skills, Office Math Skills and Math Word Problems are also available. |

| **Quality Assurance Inspection** | 40 | The Quality Assurance Inspection test covers knowledge of construction techniques, methods, and practices associated with the responsibilities of a commercial quality assurance inspector, including but not limited to, site work, foundation, structural, finishes, electrical and mechanical tasks.

This test is appropriate for test takers who are responsible for the quality assurance inspection of commercial construction projects.

Tests for Industrial Math Skills, Safety in the Workplace, Finish Carpentry and Home Inspection Skills are also available. |

| **QuarkXPress 5 Advanced** | 30 | QuarkXPress, once primarily an application for simple desktop publishing and text-oriented document creation, has evolved with capabilities challenging the veteran typographer, graphic artist and web designer. This test qualifies the level of advanced proficiency the applicant has with the program to differentiate between those using QuarkXPress primarily for: Word processing (administrative assistant); creative layouts (corporate graphic artist); or highly technical design (art director or production artist of a service bureau or ad agency). The Advanced test escalates beyond the applicants' fundamental knowledge of the program to assess their expanded understanding of text styles and formats, web document creation, preprint or web preparation abilities, as well as their advanced print production and troubleshooting techniques.

This test is appropriate to administer to those who will be required to employ advanced level skills using QuarkXpress 5 on the job.

Tests for QuarkXPress 5 Basic and Desktop Publishing Theory Skills are also available. |
| **QuarkXPress 5 Basics** | 52 | QuarkXPress, once primarily an application for simple desktop publishing and text-oriented document creation, has evolved with capabilities challenging the veteran typographer, graphic artist and web designer. This test qualifies the level of fundamental knowledge the applicant has with the program to differentiate between those using QuarkXPress primarily for Word processing (administrative assistant) or complex layouts (graphic designer). The assessment includes topical areas such as basic features and functions of the program, incorporating images, setting text styles, creating web documents, and collection for output.

An assessment for Adobe Pagemaker 6.5 is also available. |
| **QuarkXPress 6** | 43 | The purpose of this test is to gauge the level of knowledge of QuarkXPress 6.0. This test contains a mixture of questions that cover topics involving the use of QuarkXPress for word processing, creative layouts, and technical design. Areas that are touched on include the creation of text documents, the setting of text styles and formats, the creation of layouts for |

the web, the proper preprint or web preparation techniques, and advanced print production and troubleshooting techniques. The questions asked provide an insight on how much the applicant knows about QuarkXPress and features that are specific to QuarkXPress 6.0.

Assessments for QuarkXPress 5 Basics and QuarkXPress 5 Advanced are also available.

QuickBooks Pro 2000	30	QuickBooks Pro 2000 is accounting software used primarily by medium sized businesses. This test is designed to cover basic bookkeeping functions and should be administered to accountants, accounts payable and receivable, and general bookkeepers responsible for maintaining computerized financial information. Skills such as paying bills, creating checks, generating reports and setting up accounts are evaluated. Tests for Bookkeeping, Accounts Payable, Peachtree Accounting and Accounts Receivable are also available.
QuickBooks Pro 2000 Tutorial	30	QuickBooks Pro 2000 is accounting software used primarily by medium sized businesses. This tutorial is designed to cover basic bookkeeping functions and should be administered to accountants, accounts payable and receivable, and general bookkeepers responsible for maintaining computerized financial information. Skills such as paying bills, creating checks, generating reports and setting up accounts are taught.
QuickBooks Pro 2005	30	QuickBooks Pro 2005 is accounting software used primarily by medium sized businesses. This test is designed to cover basic bookkeeping functions and should be administered to accountants, accounts payable and receivable, and general bookkeepers responsible for maintaining computerized financial information. Skills such as paying bills, creating checks, generating reports and setting up accounts are evaluated. Tests for Bookkeeping, Accounts Payable and Accounts Receivable are also available.

Quicken 2003 Basic   20   Quicken Basic 2003 is accounting software used primarily by individuals and small companies. This test is designed for anyone who needs to use Quicken to perform basic bookkeeping functions. Skills such as paying bills, creating checks, generating reports and setting up accounts are evaluated.

Tests for Peachtree Accounting 2003 and SAP for Users are also available.

Radiologic Technologist   43   A Radiologic Technologist performs diagnostic medical imaging examinations on patients. In order to do this capably and safely, the Radiologic Technologist must have knowledge, experience and skills in the areas of patient care and management, equipment maintenance and operation, radiographic procedures, radiation protection, and image production and evaluation. This examination is intended to demonstrate and evaluate proficiency levels in these areas. It is appropriate to administer to x-ray personnel

Tests for Medical Office Personnel Skills, Medical Spelling and Medical Assistant are also available.

Rational Rose   46   Rational Rose is a set of visual modeling tools used to develop robust, efficient solutions to real business needs in the client/server, distributed enterprise environment. Rational Rose is the visual modeling software solution that lets you create, analyze, design, view, modify and manipulate components and implement systems in a way that makes them truly easy to communicate.

This test is intended for developers who are using Rational Rose for object oriented application development using UML. The test covers most of the areas of UML/Rational Rose such as fundamentals, diagrams, relationships, views, code generation, reverse engineering, etc. The test's questions are of varying complexities sufficient to evaluate an experienced developer.

Tests for UML and Object Oriented Programming (OOP) are also available.

Reading Comprehension	28	The Reading Comprehension test examines the test taker's ability to draw important information from written material. Test takers are asked to read each text passage carefully and then answer questions based on what they have read.
		This test is designed to be administered to applicants for positions where the need for a demonstrated ability to understand written information is important.
		Tests for Punctuation, Office Grammar and Spelling, Vocabulary and English as a Second Language are also available.

Reconciliation	37	The Reconciliation test is aimed as assessing the test taker's skills in a myriad of areas that fall under the tent of reconciliation. Topics include; Journal Entries, Monthly Statements, Inventory, Accounts Payable, Accounts Receivable, Financial Statements, and Depreciation.
		Tests for Payroll Management, Advanced Accounting and Bookkeeping - Professional are also available.

Reconciliation Selector	77	Adaptability - Individuals possess a natural ability to easily and comfortably handle change.
		Analytical – Refers to a natural ability to analyze information, anticipate consequences, and exhibit good judgment.
		Belief - A strong internal value system that is best expressed through service to others and commitment to family.
		Focus - Involves a strong concentration toward meeting both short and long-term goals in a very timely and thorough manner.
		Gestalt - With an emphasis on accuracy and work performance, Gestalt is demonstrated by orderliness, organization, and completing work on time.

Information Management – Individuals tend to be timely and accurate, and strive to create a work place that is structured and orderly.

Performance Orientation - The tendency toward producing results in a quick and efficient manner. People with dominant Performance Orientation think about measurable results.

Pride - A feeling of importance, self-satisfaction and self-worth resulting from certain achievements.

Relator - Able to establish relationships and build an ongoing rapport. When the relator trait is strong, the individual will be seen as more likable and approachable.

Responsibility - A natural capacity for taking psychological ownership for one's work, one's commitments, and one's word.

Stress Tolerance - Refers to the ability to remain calm under pressure, to be generally stress-resistant, to be even-tempered under even the most chaotic conditions, to be consistent and dependable in dealing with others, and to be willing to be held accountable, even for poor results.

Recruiting Fundamentals   38

The Recruiting Fundamentals test is designed to evaluate a person's basic ability to source for, identify, evaluate, interview, negotiate with, and ultimately hire qualified candidates for a given position.

The test covers eight general subject areas, providing a variety of questions in each across several skill levels. The subject areas are as follows:

Sourcing Candidates, Client Management, Candidate Management, Candidate Evaluation, Arrivals/Orientation, Legal Considerations, Requisition Management.

Tests for Human Resource Basics and Interviewing & Hiring Concepts are also available.

Registered Nurse (RN)	39	The Registered Nurse (RN) test was created and designed to assess the test taker's current nursing skill set, knowledge and experience. It poses questions from various medical and nursing areas of interest in a variety of real-life nursing and patient care scenarios.
		Such topics covered in the exam are pharmacology, technology and disease assessment, nursing interventions, diagnostic testing, and laboratory, psychological and OB/GYN assessment.
		Assessments for Bloodborne Pathogens - Infection Control, Dosage Calculations, and LPN/LVN are also available.
Relational Database Design [RDBMS]	30	Relational Database Management Systems are the main component of modern information storage and retrieval. There are many different computer programs that allow you to create and use Relational Databases, however they all use the same principles of design as a foundation. This test measures skill in theoretical design, rather than the code-based implementation.
		Tests for Relational Database Design Entry Level and Oracle Designer 2000 are also available.
Resistor Color Code	45	The Resistor Color Code test is aimed at accessing the skill level of the test taker in basic resistor fundamentals such as color code recognition, tolerance ratings, and resistor calculations. This test is geared toward the entry level employee but, in order to decipher between more experienced candidates, also includes intermediate and advanced level questions covering these same subject areas.
		Tests for Basic Electronics, Math & Reasoning Skills and Shop Math are also available.
Respiratory Therapy	43	The Respiratory Therapy assessment measures general knowledge of cardiopulmonary pathologies, diagnostic tests, arterial blood gases, ventilator management, emergency care, and special pulmonary related procedures relating to patients from infants to adults. This test

is appropriate for someone that has graduated from an accredited respiratory therapy program and has achieved licensure and at least a CRT (certified respiratory therapist) credential.

An assessment for Medical Terminology - Respiratory is also available.

| Restaurant General Manager | 138 | The **Restaurant General Manager** provides an individual profile of each candidate's likely strengths and "soft spots" in terms of the following competencies: |

- **Achiever** - An internal drive to be busy, active and getting things done.
- **Adaptability** - A natural ability to easily and comfortably handle change.
- **Arranger** - An ability to see past the problems and spontaneously focus on the opportunities.
- **Belief** - A strong internal value system that is best expressed through service to others.
- **Business Sense** - Characteristic of those who have a natural inclination toward good business opportunities.
- **Command** - Tendency to increase determination when faced with resistance.
- **Critical Thinking** - A natural ability to analyze information, anticipate consequences, and exhibit good judgment.
- **Customer Rapport** - Actively strives to provide excellent service and to do what is "right" for the customer.
- **Developer** - Receives satisfaction from the growth of the employees with whom they are working.
- **Ego Drive** - A person's desire to be a significant person.
- **Focus** - Involves a strong concentration toward meeting both short and long-term goals.
- **Personalizer** - An ability to comprehend the feelings of another person and to understand the unique personalities of others.
- **Relator** - Able to establish relationships and build an ongoing rapport.
- **Responsibility** - A natural capacity for taking psychological ownership for one's work, one's commitments, and one's word.
- **Stamina** - High energy, long attention span and the ability to do repetitive work.
- **Team** - Ability to build mutually supportive relationships with co-workers.

- **Situational Savvy** - Practical problem solving abilities in challenging situations involving employees and customers.

| Retail Associate 1 | 70 | In addition to predicting overall job success, the 70 item **Retail Associate Selector 1** also provides an individual profile of each candidate's likely strengths and "soft spots" in terms of the following competencies: |

- **Agreeableness**. Tactful and diplomatic; likely to get along with customers and co-workers. Has a strong sense of integrity and is trustful of others. Willing to help customers and co-workers.
- **Confidence**. High self-esteem. Satisfied with life; positive, enthusiastic and optimistic. Prefers fast-paced work. Assertive, persuasive. Natural leadership tendency.
- **Conscientiousness**. Strong sense of personal accountability, values, and responsibility. Organized, orderly. Achievement-oriented.
- **Education** Achieved good grades in school. Was active in school activities.
- **Situational Savvy**. Likely to make appropriate decisions in retail settings. Will tend to exhibit good common sense and interpersonal skills.

Kenexa also offers another version of the Retail Associate Selector, with Experience and Past Performance, Retail Associate 2.

| Retail Associate 2 | 80 | In addition to predicting overall job success, the 80 item **Retail Associate Selector 2** also provides an individual profile of each candidate's likely strengths and "soft spots" in terms of the following competencies: |

- **Agreeableness**. Tactful and diplomatic; likely to get along with customers and co-workers. Has a strong sense of integrity and is trustful of others. Willing to help customers and co-workers.
- **Confidence**. High self-esteem. Satisfied with life; positive, enthusiastic and optimistic. Prefers fast-paced work. Assertive, persuasive. Natural leadership tendency.

- **Conscientiousness**. Strong sense of personal accountability, values, and responsibility. Organized, orderly. Achievement-oriented.
- **Education** Achieved good grades in school. Was active in school activities.
- **Experience** Has a stable track record of employment. Tends to stick to one job, in one industry.
- **Past Performance**. Has had positive work experiences, receiving recognition for a job well-done. Likely to be rehired with prior employers.
- **Situational Savvy**. Likely to make appropriate decisions in retail settings. Will tend to exhibit good common sense and interpersonal skills.

Kenexa also offers another version of the Retail Associate Selector, with without Experience and Past Performance, Retail Associate 1.

Retail Associate 3 (Spanish)	80	In addition to predicting overall job success, the 80 item **Spanish Retail Associate Selector 2** also provides an individual profile of each candidate's likely strengths and "soft spots" in terms of the following competencies:

- **Agreeableness**. Tactful and diplomatic; likely to get along with customers and co-workers. Has a strong sense of integrity and is trustful of others. Willing to help customers and co-workers.
- **Confidence**. High self-esteem. Satisfied with life; positive, enthusiastic and optimistic. Prefers fast-paced work. Assertive, persuasive. Natural leadership tendency.
- **Conscientiousness**. Strong sense of personal accountability, values, and responsibility. Organized, orderly. Achievement-oriented.
- **Education** Achieved good grades in school. Was active in school activities.
- **Situational Savvy**. Likely to make appropriate decisions in retail settings. Will tend to exhibit good common sense and interpersonal skills.
- **Experience** Has a stable track record of employment. Tends to stick to one job, in one industry.
- **Past Performance**. Has had positive work experiences, receiving recognition for a job well-done. Likely to be rehired with prior employers.

Kenexa also offers another version of the Retail Associate Selector, without Experience and Past Performance, Retail Associate Selector 1.

Retail Associate ST	70	Staples Retail Associate Selector.

Retail Manager	125	In addition to predicting overall job success, the **Retail Manager Selector** also provides an individual profile of each candidate's likely strengths and "soft spots" in terms of the following competencies:

- **Critical Thinking**. Ability to process quantitative data. Verbally skilled. Ability to analyze complex information to reach a decision.
- **Experience**. Quantity and quality of school and work history.
- **Leadership**. Self-confident, assertive, extraverted and energetic. Comfortable with leadership responsibility.
- **Organization**. Planning and goal-oriented. Neat, orderly. Attentive to details. Personally accountable and compliant with authority.
- **Situational Savvy**. Interpersonal skills and practical problem solving abilities. Sound decision making in challenging retail situations involving customers and employees.
- **Stress Tolerance**. High self-esteem. Proud. Success-oriented. Satisfied with life. Even-tempered; calm in difficult situations. Able to depend on others. Self-controlled.

Retail Manager ST	125	Staples Retal Manager Selector.

Retention	25	This test, entitled Retention, aims at assessing the ability to retain information to which they have been exposed for very little time. Along with this aspect, the test contains a brief reading retention section. This test is appropriate to administer to those that will be required to retain information to

which they were briefly exposed and reiterate it.

Tests for Call Center Retention [audio], Call Center Listening Skills [audio] and Reading Comprehension are also available.

Rough Carpentry	55	The Rough Carpentry test is based on design methods gained in the field. Questions revolve around common trade specific terms, techniques tools and mathematical problems; these are the most common areas of rough carpentry. This test would be appropriate to administer to those who are intending to function in a rough carpentry capacity. Tests for Shop Math, Math & Reasoning Skills and Woodworking are also available.
RPG III	51	RPG (Report Program Generator) is a computer programming language produced by IBM in 1965 for easy production of sophisticated large system reports. This language has evolved over the years with RPG II, RPG III, RPG/400 and RPGIV for the IBM AS/400. IBM AS/400 is a midrange computer system used primarily for running business applications for small to mid-sized companies. RPG and COBOL are the common languages used for writing applications for the AS/400. This test is designed to evaluate a programmer's knowledge of RPG II and RPG III, and could also be used to test a person's knowledge of RPG/400. Tests for CICS/COBOL, COBOL for Year 2000 and COBOL II are also available.
RPG IV [RPG ILE]	39	RPG (Report Program Generator) is a computer programming language produced by IBM in 1965 for easy production of sophisticated large system reports. This language has evolved over the years with RPG II, RPG III, RPG/400 and RPGIV for the IBM AS/400. IBM AS/400 is a midrange computer system used primarily for running business applications for small and mid-sized companies. RPG and COBOL are the common languages used for writing applications for the AS/400. This test is designed to evaluate a programmer's knowledge of RPGIV, or RPG/LE. Tests for COBOL 400, COBOL Entry Level and IBM AIX 5.1 Administrator are also available.

Safety in the Workplace	31	This is a general test on safety, aimed at determining the prospective associate's general and specific knowledge of safety principles and practices in the industrial and manufacturing environment. It covers basic safety, lifting, machine safety, fire extinguishers, and forklift safety from the pedestrian's perspective.
		Tests are also available for Basic Industrial Skills and Basic Warehousing Knowledge.
Sales Concepts	38	The Sales Concepts was created to assess the skill level of a sales representative. It can be used in any sales industry as it covers the basic skills needed to be successful in sales. This test includes such topical areas as; Rapport Building, Opening, Probing, Supporting, Objections, and Closing.
		Tests are also available for Call Center Inbound Sales Skills and Marketing Fundamentals.
Sales Management	140	The **Sales Management Selector 2** is a questionnaire, completed by candidates, to help employers assess and select candidates for management sales positions. The **Sales Management Selector 2** contains 140 questions and takes about 45 minutes to administer to candidates. **Key Competencies**

- In addition to predicting overall job success, the **Sales Management Selector 2** also provides an individual profile of each candidate's likely strengths and "soft spots" in terms of the following competencies:
  - **Conscientiousness**. Orientation to planning, goals and organization; attention to detail; achievement; drive; persistence; and sense of personal accountability.
  - **Experience**. Record of achievement in the worlds of school and work. Stability of work experience. Tendency to stick to one career.
  - **Extroversion**. Sociability, self-confidence, assertiveness, persuasiveness, and natural leadership qualities.
  - **Situational Judgment**. Common sense, problem-solving ability, and interpersonal skills in sales, customer service, and team work situations.

◆ **Stability**. Optimism, stress tolerance, even-temperedness, emotional maturity, and sense of well-being.

Examples of Results

- Sales Manager who scored in the above-average range on the **Sales Management Selector 2** were rated 7.4% higher by their supervisors than those who scored in the average range, and 10.2% higher performance than those who scored in the below-average range.
- Correspondingly, the Sales Manager who scored in the above-average range reported 5.8% and 17.7% higher job satisfaction (a key determinant of retention).

Sales Management (French Canadian)	140	The **Sales Management Selector 2** is a questionnaire, completed by candidates, to help employers assess and select candidates for management sales positions. The **Sales Management Selector 2** contains 140 questions and takes about 45 minutes to administer to candidates. **Key Competencies**

- In addition to predicting overall job success, the **Sales Management Selector 2** also provides an individual profile of each candidate's likely strengths and "soft spots" in terms of the following competencies:
  ◆ **Conscientiousness**. Orientation to planning, goals and organization; attention to detail; achievement; drive; persistence; and sense of personal accountability.
  ◆ **Experience**. Record of achievement in the worlds of school and work. Stability of work experience. Tendency to stick to one career.
  ◆ **Extroversion**. Sociability, self-confidence, assertiveness, persuasiveness, and natural leadership qualities.
  ◆ **Situational Judgment**. Common sense, problem-solving ability, and interpersonal skills in sales, customer service, and team work situations.
  ◆ **Stability**. Optimism, stress tolerance, even-temperedness, emotional maturity, and sense of well-being.

Examples of Results

- Sales Manager who scored in the above-average range on the **Sales Management Selector 2** were rated 7.4% higher by their supervisors than those who scored in the average range, and 10.2% higher performance than those who scored in the below-average range.
- Correspondingly, the Sales Manager who scored in the above-average range reported 5.8% and 17.7% higher job satisfaction (a key determinant of retention).

Sales Professional	140	In addition to predicting overall job success, the **Sales Professional Selector** also provides an individual profile of each candidate's likely strengths and "soft spots" in terms of the following competencies:

- **Conscientiousness**. Orientation to planning, goals and organization; attention to detail; achievement; drive; persistence; and sense of personal accountability.
- **Experience**. Record of achievement in the worlds of school and work. Stability of work experience. Tendency to stick to one career.
- **Extroversion**. Sociability, self-confidence, assertiveness, persuasiveness, and natural leadership qualities.
- **Situational Judgment**. Common sense, problem-solving ability, and interpersonal skills in sales, customer service, and team work situations.
- **Stability**. Optimism, stress tolerance, even-temperedness, emotional maturity, and sense of well-being.

Sales Professional (French Canadian)	140	In addition to predicting overall job success, the **Sales Professional Selector** also provides an individual profile of each candidate's likely strengths and "soft spots" in terms of the following competencies:

- **Conscientiousness**. Orientation to planning, goals and organization; attention to detail; achievement; drive; persistence; and sense of personal accountability.
- **Experience**. Record of achievement in the worlds of school and work. Stability of work experience. Tendency to stick to one career.
- **Extroversion**. Sociability, self-confidence, assertiveness, persuasiveness, and natural leadership qualities.
- **Situational Judgment**. Common sense, problem-solving ability, and interpersonal skills in sales, customer service, and team work situations.
- **Stability**. Optimism, stress tolerance, even-temperedness, emotional maturity, and sense of well-being.

Sales Professional II	114	
Sales Professional w/Critical Thinking	172	Sales Professional w/Critical Thinking
SAP Database	39	The SAP Database is a powerful database management system providing persistence for SAP applications. This test is intended to verify the knowledge of that system, and will measure the test taker's level of skill and proficiency with the SAP Database. Such topics covered in the test are database tables, User Kernel Threads, Devspaces, server and utility tasks, and various commands. Tests for SAP Users and ABAP/4 for SAP are also available.
SAP for Users	45	SAP is a financial tool that integrates financial, management and business performance processes. It allows the assessment and input of financial, asset, and cost accounting information and procedures as well as production operations and materials.

This test gauges the level of knowledge of SAP by those individuals operating in an entry to mid-level position, dealing with financial analysis or accounting. Typical SAP work for these individuals requires a basic understanding of accounting principles and how those principles are addressed in the SAP environment. This test is NOT intended for SAP developers.

Tests for Financial Analysis, General Accounting, Advanced Accounting, Peachtree Accounting and Payroll Management are also available.

SAS 6 - IT Professional   60

Originally referred to as the "Statistical Analysis System," SAS is an integrated set of data management and decision support tools that run on platforms from PCs to mainframes. It includes a complete programming language as well as modules for spreadsheets, CBT, presentation graphics, project management, operations research, scheduling, linear programming, statistical quality control, econometric and time series analysis and mathematical, engineering and statistical applications. It also provides multidimensional data analysis (OLAP), query and reporting, EIS, data mining and data visualization. This test is appropriate to administer to developers working with SAS version 6.

Tests for SAP Database, SAS 9 - Data Analyst and Oracle Applications DBA are also available.

SAS 8.2   40

SAS is an integrated set of data management and decision support tools that run on platforms from PCs to mainframes. It includes a complete programming language as well as modules for spreadsheets, CBT, presentation graphics, project management, operations research, scheduling, linear programming, statistical quality control, econometric and time series analysis and mathematical, engineering and statistical applications. It also provides multidimensional data analysis (OLAP), query and reporting, EIS, data mining and data visualization.

The SAS 8.2 assessment focuses on File Structure, Data Structure, Proc Knowledge, Functions, and Macro Functions. This assessment is appropriate for programmers with ideally a minimum of 3-5 years of experience.

Assessments for SAS 6 - IT Professional and SAS 9 - Data Analyst are also available.

SAS 9 - Data Analyst	42	Measure understanding of the structure and design of SAS programming, data sets, and basic reporting. The test will reflect the taker's ability to access and manage SAS data, and summarize the data. The focus encompasses fundamental concepts and broad use of SAS across disciplines
SCO UNIX for Administrators	45	There are many variations of the UNIX operating system. These UNIX tests are designed to be general tests. Because of the similarities between UNIX versions, proficient UNIX administrators should be able to achieve acceptable scores if they are proficient in other versions. Topics include Sysop responsibilities, performance monitoring, installing devices, and backup, among others. This test is not suitable for testing UNIX users or programmers. For programmers, please see the related UNIX for Programmers test. For users, please see the related UNIX Users test.
SCO UNIX for Users	50	There are many variations of the UNIX operating system. These UNIX tests are designed to be general tests. Because of the similarities between UNIX versions, proficient UNIX users or administrators should be able to achieve acceptable scores if they are proficient in other versions. Topics included are system commands, control characters, utilities, directories, and security, among others. This test has 50 questions and would not be suitable for testing UNIX administrators or programmers. For administrators, please see the related UNIX for Administrators test. For programmers, please see the related UNIX Programmers test.
Service Associate	75	In addition to predicting overall job success, the **Service Associate Selector** also provides an individual profile of each candidate's likely strengths in terms of the following competencies:

- **Agreeableness**. Trust, tact, flexibility, and faith in others.
- **Confidence**. Preference for leadership opportunities and challenging work situations; life satisfaction, assertiveness, and self-confidence.
- **Conscientiousness**. Planning skills, values, accountability, and compliance with rules.
- **Experience**. Quantity of work experience, the quality of work history, and educational experience.
- **Stability**. Emotional stability, stress tolerance, temper control, and general well-being.

Results of other analyses showed the **Service Associate Selector** to be an unbiased predictor of performance and to have validity applicable across organizations.

Service Associate (French Canadian)	75	In addition to predicting overall job success, the **Service Associate Selector** also provides an individual profile of each candidate's likely strengths in terms of the following competencies:

- **Agreeableness**. Trust, tact, flexibility, and faith in others.
- **Confidence**. Preference for leadership opportunities and challenging work situations; life satisfaction, assertiveness, and self-confidence.
- **Conscientiousness**. Planning skills, values, accountability, and compliance with rules.
- **Experience**. Quantity of work experience, the quality of work history, and educational experience.
- **Stability**. Emotional stability, stress tolerance, temper control, and general well-being.

Results of other analyses showed the **Service Associate Selector** to be an unbiased predictor of performance and to have validity applicable across organizations.

Sexual Harassment	35	The test Sexual Harassment knowledge contains covers such topics as types of sexual harassment, employer responsibilities, reporting incidents, investigating complaints, and costs to the organization. This test is appropriate to give to those who must be aware of sexual harassment policies in their job.

Tests for Safety in the Workplace, EEOC Compliance and Human Resource Basics are also available.

Shipping and Receiving Clerk Skills	39	The Shipping and Receiving test is directed at individuals that have completed high school (or equivalent) and have at least one year of shipping and receiving clerk experience. The questions address basic attention to detail as well as math and, finally, expand into general knowledge of real applications experienced in the shipping and receiving environment.

Tests for Mailroom Management Skills, Counting, and Office Math Skills are also available. |
| **Shop Math** | 40 | The Shop Math assessment covers such topics as adding numbers, converting decimals to fractions, determining dimensions, converting measurements, and working with fractions. This test is appropriate to administer to working with shop math on a regular basis.

Tests for Basic Office Math, Metric Ruler Reading, English Ruler Reading, and Math & Reasoning Skills are also available. |
| **Shorthand** | 50 | The Shorthand test contains questions that examine the test taker's most basic knowledge of shorthand. The topical areas covered are:

Shorthand Alphabet Knowledge: Examines the test taker's knowledge of shorthand sounds which are the building blocks of the shorthand language.

Abbreviated Shorthand Outline Symbol Knowledge: Examines the test taker's knowledge of abbreviated shorthand words.

Building Real Speed – Linking Words: To build real speed in shorthand, not only is knowledge of commonly abbreviated words required, but how to link words, especially common phrases. This part of the test examines the test taker's knowledge of how to link words. |

Transcribing – Reading and Comprehension: Examines the test taker's ability to transcribe and comprehend short passages.

Tests for Legal Vocabulary, Legal Staff Skills and Legal Filing Skills are also available.

Siebel 7	38	Siebel 7 combines the Siebel eBusiness Application functionality with a browser-based user interface via a "zero-install web client". This test is appropriate for candidates seeking employment requiring knowledge of the Siebel 7 application and measures knowledge level of the following subject areas; Siebel tools & data model, access control & security, Siebel 7 overview , architecture/eBusiness platform , installation, workflow & assignment manager

The test addresses basic, intermediate, and advanced levels of knowledge related to Siebel 7.

Tests for E-Commerce Concepts: Architecture and Design and E-Commerce Concepts: Deployment are also available. |
| **Smalltalk** | 56 | SmallTalk is a tool for creating, designing and developing databases. Tools referred to as "CASE tools" (Computer Aided Software Engineering) enable the rapid creation of relational databases including tables, forms, and reports. SmallTalk was one of the first CASE tools, (sometimes referred to as C*A*S*E) and is still widely used as a training tool for database creation. This test is appropriate to be given to developers.

Tests for Relational Database Design and Relational Database Design Entry Level are also available. |
| **Software Quality Assurance** | 44 | The Software Quality Assurance test poses real world questions which aim at assessing pre-employment skill levels in software quality assurance and covers entire process of software development. Finding and preventing problems, adhering to standards and procedures, as well as monitoring and even improving upon the process regularly, are topics included herein. |

Additional topics include; core concepts, testing, requirements, project management, measurement, reviews, defect tracking, and configuration management.

Tests for Project Management Fundamentals and Project Management for IT Professionals are also available.

Software Testing	46	This test aims at evaluating professional level candidates applying for positions in the Software Quality and Testing field. The test covers the subject areas that are essential for today's job market requirements: Software Life Circle, Testing technologies and methods, Test planning, Requirements analysis, Test procedure design, Test case design, Test debug and execute, Client-Server Testing, Web Testing , API Testing, Test result analysis / Bug reporting, Configuration Management.

Tests for Technical Support Processes and Project Management for IT Professionals are also available.

Solaris Administrator	45	Solaris is an operating system offered by Sun Microsystems. This Solaris test is aimed at assessing the skill level of the Solaris Administrator in OS fundamentals, communication, security, tools and performance management.

This test is not suitable for testing UNIX users or programmers. For programmers, please see the related UNIX for Programmers test. For users, please see the related UNIX Users test.

Tests for Solaris Programmers and Users are also available.

Soldering	40	The Soldering test is aimed at those who work in a class 2 shop. The subject areas include surface mount, through hole and advanced wire modifications. Most of the answers to the questions are covered in IPC 610C. The rest of the questions can be considered common knowledge.

Tests for Welding, Shop Math and Basic Electronics are also available.

SolidWorks 2006	46	The SolidWorks 2006 assessment is designed to evaluate skills in the usage and understanding of the SolidWorks 2006 software package. The test questions cover the process of creating a three dimensional part, making a two dimensional drawing of that part, and integrating multiple parts to create larger assemblies. It also covers some advanced and specialized features of SolidWorks 2006 to determine the depth of the user's knowledge.

Assessments for AutoCAD 2004 and AutoCAD 2000 are also available. |
| **Spanish Basic Industrial Math** | 30 | The Spanish Basic Industrial Math test is appropriate for individuals that have completed high school (or equivalent) and have at least one year of industrial work experience. A calculator may be used, if determined by the administrator. The questions focus on general arithmetic skills as well as math use in industrial setting applications.

Assessments for Spanish Basic Industrial Skills, Basic Warehousing Knowledge and Unit Conversion are also available. |
| **Spanish Basic Industrial Skills** | 25 | This Spanish version of the Basic Industrial Skills test is composed of questions related to ethics/conduct, basic competency of English, safety and math. This test is geared towards individuals in entry level industrial positions such basic warehousing, assembly line and food production workers.

Assessments for Basic Industrial Math, Basic Warehousing Knowledge, and Spanish-English Bilingual are also available. |
| **Spanish Basic Office Skills** | 44 | Spanish Basic Office Skills measures basic math and verbal skills. The test questions are evenly dispersed among the following topical areas.

Basic Math (adding numbers, subtracting fractions)
Business Math (business related word problems) |

Filing Skills (recognizing alphabetical order)
Grammar
Spelling

This test is in Spanish and is designed for job candidates who need basic math and verbal skills in order to perform their job successfully.

Assessments for Computer Literacy, Numeric Filing and Office Grammar and Spelling are also available.

Spanish Basic Office Skills [No Math]	23	Spanish Basic Office Skills [No Math] measures basic verbal skills. The test questions are evenly dispersed among the following topical areas.

Filing Skills (recognizing alphabetical order)
Grammar
Spelling

This test is in Spanish and is designed for job candidates who need basic verbal skills in order to perform their job successfully.

Assessments for Basic Computer Terminology and for Office Grammar and Spelling are also available.

Spanish Basic Office Skills [No Verbal]	21	Spanish Basic Office Skills [No Verbal] measures basic math skills. The test questions are evenly dispersed among the following topical areas.

Basic Math (adding numbers, subtracting fractions)
Business Math (business related word problems)

Assessments for Computer Literacy and Numeric Filing are also available.

Spanish Basic Reading Comprehension	30	The Spanish Basic Reading Comprehension test examines the test taker's ability to draw important information from written material in Spanish. Test takers are asked to read text passages and answer questions, identify words based on how they are used in a sentence, and determine whether a statement is a fact or an opinion.

This test is designed to be administered to applicants for positions where the need for a demonstrated ability to understand basic written information in Spanish is important.

Assessments for Spanish Office Grammar and Spelling, Spanish-English Bilingual, and Spanish Typing - General are also available. |
| **Spanish Basic Warehouse Knowledge** | 37 | The Spanish Basic Warehouse Knowledge test is designed for general warehouse workers. This test is in Spanish and covers topics such as the loading and unloading of trucks and railcars, as well as checking and prioritizing incoming and outgoing loads.

Assessments for Spanish Basic Industrial Skills and Spanish Shipping and Receiving Clerk Skills are also available. |
| **Spanish Call Center Customer Service Survey** | 72 | This Spanish version of the Call Center Customer Service Survey is designed to measure customer service orientation, knowledge of preferred customer service behaviors, and customer service practices as they pertain to the call center environment.

Most questions have a best and second best answer, scoring 2 and 1 points respectively. The best possible points for this survey is 144, however also provided is a percentage score that is based on points scored.

Tests for Call Center Listening Skills as well as Spanish-English Bilingual are also available. |
| **Spanish Call Center Telephone Etiquette** | 38 | This Spanish version of the Call Center Telephone Etiquette test focuses on determining the test taker's ability to handle difficult calls, contribute positively to the call center working environment as well as the degree to which effective listening skills have been honed. |

This test is appropriate to administer to those who conduct much of their work over the telephone.

Assessments for Call Center Spanish-English Bilingual [audio] and Spanish Call Center Customer Service Survey are also available.

Spanish Counting	20	This Spanish Counting test is intended to test an applicant's ability to count units, using Spanish. Topical areas include Simple Counting, Geometric-Depth Awareness, and Calculation. The questions are primarily focused for those who are working in an industrial or warehouse setting, however this assessment may be utilized for a position that requires counting objects.

Assessments for Basic Warehouse Knowledge and Matching are also available. |
| **Spanish Entry Level Industrial Skills** | 35 | The Spanish Entry Level Industrial Skills test aims at assessing those skills that will allow the test taker to work effectively on the job in an entry level industrial position. Such skills include basic math and Spanish skills as well as the ability to follow directions and handle ethical considerations while on the job.

Tests for Spanish Basic Industrial Skills, more applicable to those whom have already worked in the industrial environment, and Basic Warehouse Knowledge, also more applicable to those with experience working in a warehouse, are also available. |
| **Spanish Forklift Operation** | 40 | The Spanish Forklift Operation test is appropriate for test takers who are currently operating forklifts or supervise those who operate forklifts. It tests in Spanish for knowledge and skills used in the safe operation of forklifts which, according to OSHA includes tractors, platform lift trucks, motorized hand trucks as well as other specialized industrial trucks powered by electric motors or internal combustion engines. Basic knowledge that forklift operators must possess regarding the equipment itself is also tested. |

Assessments for Spanish Basic Warehouse and Spanish Basic Industrial Skills are also available.

Spanish Math and Reasoning Skills	40	The Spanish Math & Reasoning Skills test covers such topics as percentages, multiplication, fractions, word problems, patterns, and comparisons. This assessment is in Spanish and would be appropriate to give to any person who needs to use math and/or reasoning skills on a regular basis. Tests for Spanish Basic Industrial Skills Spanish Basic Office Skills are also available.
Spanish Mechanical Reasoning	25	The Spanish Mechanical Reasoning assessment evaluates the basic Mechanical Aptitude of a prospective applicant in Spanish. Topics focus on understanding simple machines, mechanical principles, pulleys, gears, levers, and pendulums. Assessments for Spanish Basic Industrial Skills, Spanish Math and Reasoning Skills, and Spanish Counting are also available.
Spanish Medical Terminology - General	35	The Spanish version of the Medical Terminology - General test consists of questions designed to measure knowledge of general medical terms and vocabulary. This test is appropriate for medical office personnel and administrative assistants who need to be able to understand general medical terminology.
Spanish Microsoft Access 2000	30	Microsoft Access 2000 es una conocida aplicación de base de datos. Se incluye en el paquete profesional de Microsoft Office, que también comprende Word, Excel y PowerPoint. Esta prueba está diseñada para evaluar a los administrativos encargados de la entrada de datos y a los usuarios que se inician en Access en sus conocimientos relativos a su capacidad para añadir y modificar los datos, así como para utilizar los formularios e informes básicos de Access.

La prueba de Microsoft Access 2000 consta de 30 preguntas.

Esta prueba no es adecuada para desarrolladores o usuarios de Access que necesiten crear funciones complejas en Access. Utilice la prueba Access Basic TechTest para evaluar las capacidades de los desarrolladores de Access 2.0 y 7.0 y la prueba Visual Basic 5.0 TechTest para los desarrolladores de Access 97.

Los participantes deberán ponerse en contacto con su administrador de pruebas o con su seleccionador para conocer las normas de puntuación.

Los administradores deberán consultar la página Scoring Guidelines situada en la sección de información sobre la prueba situada a su vez en sus páginas Admin Home para obtener más informaciones sobre las normas de puntuación.

Spanish Microsoft Excel 2000 - Normal User	30	Microsoft Excel 2000 es la aplicación de hojas de cálculo más conocida. Se incluye en el paquete de Microsoft Office, que también comprende Word y PowerPoint.

La prueba completa de Microsoft Excel 2000 comprende 55 preguntas, que consisten en preguntas orientadas a usuarios normales y a usuarios competentes, todas ellas combinadas. Evalúa la capacidad del usuario para llevar a cabo funciones habituales y complejas.

La prueba de Microsoft Excel 2000 para usuarios normales está diseñada para evaluar usuarios administrativos de Excel que necesiten modificar, desarrollar y crear libros de Excel. La prueba evalúa la capacidad del usuario para crear y desarrollar un libro básico de Excel, lo cual incluye aplicar formato a las celdas, utilizar fórmulas y cambiar la presentación global de las hojas. Comprende preguntas de nivel básico, intermedio y avanzado y evalúa el dominio de los comandos utilizados con más frecuencia. Comprende las preguntas 1-30 de la prueba completa.

La prueba de Microsoft Excel 2000 para usuarios competentes está diseñada para evaluar a usuarios con experiencia en Excel. Valora la capacidad del usuario para utilizar funciones de

formato más complejas y funciones avanzadas (incluidos búsqueda de objetivos y gestor de escenarios) y comprende preguntas de nivel intermedio y avanzado. La prueba para usuarios competentes comprende las preguntas 31-55 de la prueba completa.

Los participantes deberán ponerse en contacto con su administrador de pruebas o con su seleccionador para conocer las normas de puntuación.

Los administradores deberán consultar la página Scoring Guidelines situada en la sección de información sobre la prueba situada a su vez en sus páginas Admin Home para obtener más informaciones sobre las normas de puntuación.

Spanish Microsoft Excel 2000 - Power User	25	Microsoft Excel 2000 es la aplicación de hojas de cálculo más conocida. Se incluye en el paquete de Microsoft Office, que también comprende Word y PowerPoint.

La prueba completa de Microsoft Excel 2000 comprende 55 preguntas, que consisten en preguntas orientadas a usuarios normales y a usuarios competentes, todas ellas combinadas. Evalúa la capacidad del usuario para llevar a cabo funciones habituales y complejas.

La prueba de Microsoft Excel 2000 para usuarios normales está diseñada para evaluar usuarios administrativos de Excel que necesiten modificar, desarrollar y crear libros de Excel. La prueba evalúa la capacidad del usuario para crear y desarrollar un libro básico de Excel, lo cual incluye aplicar formato a las celdas, utilizar fórmulas y cambiar la presentación global de las hojas. Comprende preguntas de nivel básico, intermedio y avanzado y evalúa el dominio de los comandos utilizados con más frecuencia. Comprende las preguntas 1-30 de la prueba completa.

La prueba de Microsoft Excel 2000 para usuarios competentes está diseñada para evaluar a usuarios con experiencia en Excel. Valora la capacidad del usuario para utilizar funciones de formato más complejas y funciones avanzadas (incluidos búsqueda de objetivos y gestor de escenarios) y comprende preguntas de nivel intermedio y avanzado. La prueba para usuarios competentes comprende las preguntas 31-55 de la prueba completa.

Los participantes deberán ponerse en contacto con su administrador de pruebas o con su seleccionador para conocer las normas de puntuación.

Los administradores deberán consultar la página Scoring Guidelines situada en la sección de información sobre la prueba situada a su vez en sus páginas Admin Home para obtener más informaciones sobre las normas de puntuación.

Spanish Microsoft Excel 2000 - Whole Test

55

Microsoft Excel 2000 es la aplicación de hojas de cálculo más conocida. Se incluye en el paquete de Microsoft Office, que también comprende Word y PowerPoint.

La prueba completa de Microsoft Excel 2000 comprende 55 preguntas, que consisten en preguntas orientadas a usuarios normales y a usuarios competentes, todas ellas combinadas. Evalúa la capacidad del usuario para llevar a cabo funciones habituales y complejas.

La prueba de Microsoft Excel 2000 para usuarios normales está diseñada para evaluar usuarios administrativos de Excel que necesiten modificar, desarrollar y crear libros de Excel. La prueba evalúa la capacidad del usuario para crear y desarrollar un libro básico de Excel, lo cual incluye aplicar formato a las celdas, utilizar fórmulas y cambiar la presentación global de las hojas. Comprende preguntas de nivel básico, intermedio y avanzado y evalúa el dominio de los comandos utilizados con más frecuencia. Comprende las preguntas 1-30 de la prueba completa.

La prueba de Microsoft Excel 2000 para usuarios competentes está diseñada para evaluar a usuarios con experiencia en Excel. Valora la capacidad del usuario para utilizar funciones de formato más complejas y funciones avanzadas (incluidos búsqueda de objetivos y gestor de escenarios) y comprende preguntas de nivel intermedio y avanzado. La prueba para usuarios competentes comprende las preguntas 31-55 de la prueba completa.

Los participantes deberán ponerse en contacto con su administrador de pruebas o con su seleccionador para conocer las normas de puntuación.

Los administradores deberán consultar la página Scoring Guidelines situada en la sección de información sobre la prueba situada a su vez en sus páginas Admin Home para obtener más informaciones sobre las normas de puntuación.

Spanish Microsoft Internet Explorer 5.0	30	Internet Explorer es un buscador de Internet. Se puede obtener en Internet y también se entrega con Microsoft Windows 98. Esta prueba está pensada para evaluar el conocimiento general de los usuarios del buscador de Internet Explorer. Esta prueba comprende funciones básicas, como navegar por páginas web, guardar y cargar información, cambiar la configuración y utilizar el correo electrónico. La prueba consta de 30 preguntas. Es apropiada para aquellas personas que necesiten utilizar Internet Explorer para realizar búsquedas en Internet. Los participantes deberán ponerse en contacto con su administrador de pruebas o con su seleccionador para conocer las normas de puntuación. Los administradores deberán consultar la página Scoring Guidelines situada en la sección de información sobre la prueba situada a su vez en sus páginas Admin Home para obtener más informaciones sobre las normas de puntuación.
Spanish Microsoft Outlook 2000	30	Microsoft Outlook 2000 es una completa aplicación para la información personal, que combina el correo electrónico de Internet/ interno, un calendario y una lista de tareas, libreta de direcciones e información de contactos, así como notas y diarios. Outlook se utiliza para administrar la comunicación, así como la información de los usuarios. Forma parte del paquete de Microsoft Office 2000. La prueba está diseñada para usuarios administrativos y para cualquier persona que utilice Outlook para sus comunicaciones personales. La prueba evalúa la capacidad del usuario para utilizar funciones comunes, como enviar mensajes de correo electrónico y añadir contactos, así como funciones más avanzadas, como organizar reuniones y crear entradas del diario.

La prueba de Microsoft Outlook 2000 consta de 30 preguntas.

Spanish Microsoft PowerPoint 2000	30	Microsoft PowerPoint 2000 es un diseñador de presentaciones utilizado para crear diapositivas y presentaciones a través del ordenador. Se incluye en el paquete de Microsoft Office, que también comprende Word y Excel.

La prueba está pensada para usuarios administrativos de PowerPoint. Evalúa la capacidad del usuario para llevar a cabo funciones comunes, como crear una presentación, así como funciones más avanzadas, como introducir organigramas y funciones que mejoren la presentación de las diapositivas.

La prueba de Powerpoint 2000 consta de 30 preguntas.

Los participantes deberán ponerse en contacto con su administrador de pruebas o con su seleccionador para conocer las normas de puntuación.

Los administradores deberán consultar la página Scoring Guidelines situada en la sección de información sobre la prueba situada a su vez en sus páginas Admin Home para obtener más informaciones sobre las normas de puntuación.

Spanish Microsoft Word 2000 - Normal User	30	Microsoft Word es la aplicación de tratamiento de textos más conocida. Se incluye en el paquete de Microsoft Office, que también comprende Excel y PowerPoint.

La prueba completa de Word 2000 comprende preguntas para usuarios normales y usuarios competentes que se combinan en un total de 55 preguntas.

La prueba de Microsoft Word 2000 para usuarios normales está diseñada para evaluar a los usuarios que se inician en el uso de Word y que desean modificar, desarrollar y crear documentos de Word. La prueba evalúa el conocimiento del usuario a la hora de crear y desarrollar un documento de tratamiento de textos básico y una combinación de

correspondencia. Esta prueba comprende preguntas de nivel básico, intermedio y avanzado y evalúa el dominio de los comandos utilizados con más frecuencia. Comprende las preguntas 1-30 de la prueba completa.

La prueba de Microsoft Word 2000 para usuarios competentes está diseñada para evaluar a usuarios con experiencia que necesitan crear documentos de Word complicados, tales como folletos o informes de una gran amplitud. También valora la capacidad del usuario para utilizar funciones de formato más complejas y funciones avanzadas (incluidos índices, tablas de contenido, tablas y columnas), e incluye preguntas de nivel intermedio y avanzado. La prueba para usuarios competentes comprende las preguntas 31-55 de la prueba completa.

Los participantes deberán ponerse en contacto con su administrador de pruebas o con su seleccionador para conocer las normas de puntuación.

Los administradores deberán consultar la página Scoring Guidelines situada en la sección de información sobre la prueba situada a su vez en sus páginas Admin Home para obtener más informaciones sobre las normas de puntuación.

| **Spanish Microsoft Word 2000 - Power User** | 25 | Microsoft Word es la aplicación de tratamiento de textos más conocida. Se incluye en el paquete de Microsoft Office, que también comprende Excel y PowerPoint. |

La prueba completa de Word 2000 comprende preguntas para usuarios normales y usuarios competentes que se combinan en un total de 55 preguntas.

La prueba de Microsoft Word 2000 para usuarios normales está diseñada para evaluar a los usuarios que se inician en el uso de Word y que desean modificar, desarrollar y crear documentos de Word. La prueba evalúa el conocimiento del usuario a la hora de crear y desarrollar un documento de tratamiento de textos básico y una combinación de correspondencia. Esta prueba comprende preguntas de nivel básico, intermedio y avanzado y evalúa el dominio de los comandos utilizados con más frecuencia. Comprende las preguntas 1-30 de la prueba completa.

La prueba de Microsoft Word 2000 para usuarios competentes está diseñada para evaluar a usuarios con experiencia que necesitan crear documentos de Word complicados, tales como folletos o informes de una gran amplitud. También valora la capacidad del usuario para utilizar funciones de formato más complejas y funciones avanzadas (incluidos índices, tablas de contenido, tablas y columnas), e incluye preguntas de nivel intermedio y avanzado. La prueba para usuarios competentes comprende las preguntas 31-55 de la prueba completa.

Los participantes deberán ponerse en contacto con su administrador de pruebas o con su seleccionador para conocer las normas de puntuación.

Los administradores deberán consultar la página Scoring Guidelines situada en la sección de información sobre la prueba situada a su vez en sus páginas Admin Home para obtener más informaciones sobre las normas de puntuación.

Spanish Microsoft Word 2000 - Whole Test	55	

Microsoft Word es la aplicación de tratamiento de textos más conocida. Se incluye en el paquete de Microsoft Office, que también comprende Excel y PowerPoint.

La prueba completa de Word 2000 comprende preguntas para usuarios normales y usuarios competentes que se combinan en un total de 55 preguntas.

La prueba de Microsoft Word 2000 para usuarios normales está diseñada para evaluar a los usuarios que se inician en el uso de Word y que desean modificar, desarrollar y crear documentos de Word. La prueba evalúa el conocimiento del usuario a la hora de crear y desarrollar un documento de tratamiento de textos básico y una combinación de correspondencia. Esta prueba comprende preguntas de nivel básico, intermedio y avanzado y evalúa el dominio de los comandos utilizados con más frecuencia. Comprende las preguntas 1-30 de la prueba completa.

La prueba de Microsoft Word 2000 para usuarios competentes está diseñada para evaluar a usuarios con experiencia que necesitan crear documentos de Word complicados, tales como folletos o informes de una gran amplitud. También valora la capacidad del usuario para utilizar funciones de formato más complejas y funciones avanzadas (incluidos índices, tablas

de contenido, tablas y columnas), e incluye preguntas de nivel intermedio y avanzado. La prueba para usuarios competentes comprende las preguntas 31-55 de la prueba completa.

Los participantes deberán ponerse en contacto con su administrador de pruebas o con su seleccionador para conocer las normas de puntuación.

Los administradores deberán consultar la página Scoring Guidelines situada en la sección de información sobre la prueba situada a su vez en sus páginas Admin Home para obtener más informaciones sobre las normas de puntuación.

Spanish Office Grammar and Spelling	41	The Spanish version of the Office Grammar and Spelling Skills test is a multiple choice test that measures the test taker's knowledge of spelling, sentence structure, punctuation, and word usage. This test is designed for job candidates who need verbal and written skills in order to perform a job successfully. Assessments for Spanish-English Bilingual and Spanish Typing are also available.
Spanish Safety in the Workplace	36	The Spanish Safety in the Workplace test is intended to evaluate the broad range of knowledge required in order to act as a safety professional. Questions are from the general industry OSHA standards and address a variety of different circumstances that effect safety in the workplace. While each work-site is different, most facilities must comply with several common OSHA standards in order to create the necessary level of OSHA compliance and workplace safety. This test is appropriate to administer to those is intending to function as a safety professional. Tests for EEOC Compliance and Sexual Harassment are also available.
Spanish Shipping and Receiving Clerk Skills	39	The Spanish Shipping and Receiving test is directed at individuals that have completed high school (or equivalent) and have at least one year of shipping and receiving clerk experience. The questions are in Spanish and address basic attention to detail as well as math and, finally, expand into general knowledge of real applications experienced in the shipping and

receiving environment.

Tests for Spanish Basic Industrial Skills and Spanish Basic Warehouse Knowledge are also available.

Spanish Typing - General [1 Minute Hardcopy]	1	The Typing Speed test measures the speed and accuracy of a user's typing. The test presents the user with a passage which he/she must type as accurately and quickly as he/she can. This test should be given to anyone whose typing speed needs to be measured. A score of 0 on the Raw Words per Minute, Mistakes, and Adjusted Words per Minute indicates that the test taker did not follow the passage closely enough for an accurate score to be determined.
Spanish Typing - General [1 Minute Onscreen]	1	The Typing Speed test measures the speed and accuracy of a user's typing. The test presents the user with a passage which he/she must type as accurately and quickly as he/she can. This test should be given to anyone whose typing speed needs to be measured. A score of 0 on the Raw Words per Minute, Mistakes, and Adjusted Words per Minute indicates that the test taker did not follow the passage closely enough for an accurate score to be determined.
Spanish-English Bilingual	39	The Spanish-English Bilingual test aims at assessing the test taker's ability to read English and Spanish and answer questions regarding what they've read. Everyday scenarios involving business situations, formalities, definitions and mathematics are presented. Tests for Call Center Spanish-English Bilingual [audio] and Spanish Call Center Customer Service Survey are also available.
SPSS	49	SPSS (originally called Statistical Package for the Social Sciences) is a statistical analysis and data management system. The SPSS assessment is designed to assess the test taker's familiarity with entering data, interpreting results, and navigating SPSS. Topics include Data Editor, Transformations and Modifications, Data Entry/Analysis, Reading/Saving Data, and

Output/Reporting Results.

While this assessment is applicable for a variety of the SPSS versions currently available, certain questions may be specific to versions 7-11 for Windows.

Assessments for Data Modeling Concepts, Data Warehousing Concepts, and OLAP are also available.

SQA Robot	50	The SQA Robot test covers such topics as recording modes, error recovery options, delay options, viewing and comparing data, and playback options. This test is appropriate to administer to those who must work with SQA Robot on a regular basis. Tests for AutoCAD 2000 and COBOL for Year 2000 Programmers are also available.
SQL Entry Level	26	SQL (Structured Query Language) was developed in 1977 and is the standard set language. SQL is an integral part of many client/server applications including Oracle, Sybase and Informix. SQL is a very popular language used to connect database applications with other applications and is extensively used in Client/Server implementations. This test covers ANSI SQL (1992) and is appropriate to administer to entry level programmers. Tests for Oracle 8.i, Sybase 12 and Informix are also available.
SQL for Client-Server Applications	40	The SQL for Client-Server Applications test examines the candidate's understanding of the key concepts needed to develop and use relational databases in a Client/Server environment. Topics covered include database design and usage. All questions are based on the ANSI standard SQL-92 syntax implemented by modern RDBMS products. Tests for SQL for Desktop Applications, SQL Developer, SQL Entry Level and SQL Server are also available.

SQL for Desktop Applications	42	The SQL Desktop Database Usage test covers aspects of using the ANSI standard version of SQL with typical problems encountered by programmers using desktop databases. It concentrates on demonstrating an understanding of how to use SQL Syntax for data retrieval and management. This test is appropriate to administer to programmers. Tests for SQL for Client-Server Applications, SQL Server 7.0 for Developers and ANSI SQL are also available.
SQL Server 2000 DBA	40	This test aims at assessing one's basic understanding and skills of Microsoft SQL Server 2000 concepts and operations. The focus is on the test-taker's ability to set up SQL Server 2000 computers, keep them running, support database applications, and maintain security and recovery capability. The design of the test is guided more by an appreciation of the test-taker's awareness of the concepts, relevant issues, and configuration options than his/her memory of particular technical operations. Tests for SQL Server 2000 Administration and SQL for Client-Server Applications are also available.
SQL Server 2000 for Developers	38	The SQL Server 2000 for Developers test covers key terms, concepts, and acronyms used by programmers and developers using Microsoft SQL Server 2000. It is primarily focused towards ANSI SQL, Database Design, and Stored Procedures, but it includes questions on SQL Connectivity, Transact-SQL, and Database Security. This test is intended for programmers and developers using SQL Server 2000. It is intended as a stand-alone test, but it may be paired with other tests to identify key areas of expertise. It is not appropriate to give to a SysAdmin or Database Administrator. Tests for SQL Server 2000 DBA and SQL Server 6.5 Developer are also available.

SQL Server 2005 for Developers	39	The SQL Server 2005 for Developers test comprises of questions that are applicable to SQL Server 2000 (or earlier versions) as well as technical improvements specific to SQL Server 2005. Topics include Data Modeling (DDL), Basic Queries (DML 1), Data Aggregation (DML 2), Transactions, Stored Procedures, User Functions, Triggers, XML Data, Performance Management, and Security. Assessments for SQL Server 2000 for Developers, ANSI SQL, and Transact SQL are also available.
SQL Server 6.5	40	SQL (Structured Query Language) was developed in 1977 and is the standard set language. SQL is an integral part of many client/server applications including Oracle, Sybase and Informix. SQL is a very popular language used to connect database applications with other applications and is extensively used in Client/Server implementations. This test specifically assesses the SQL dialect used in Microsoft's product referred to as SQL Server and would be appropriate to be given to programmers. Tests for SQL Server 2000 for Developers, SQL Server 2000 DBA and ANSI SQL are also available.
SQL Server 6.5 Developer	40	SQL Server 6.5 is Microsoft's enterprise scale relational database management system (RDBMS). Its features compete with other top of the line RDBMS from Oracle, Informix, Sybase and IBM. This test measures the skill of developers responsible for designing, programming and implementing a database using SQL Server 6.5. Tests for SQL Server 6.5, SQL Server 2000 for Developers and ANSI SQL are also available.
SQL Server 7.0 DBA	40	The SQL Server 7.0 DBA test poses real world questions in order to accurately assess pre-employment skill level in Microsoft SQL Server 7.0 database administration. This exam covers the following topical areas; installation, SQL Server objects, tools and wizards, the Enterprise Manager, the Query Analyzer, backups, imports and exports, Jobs and Alerts, security, stored procedures, publishing documents to the web, and data warehousing.

Tests for SQL Server 2000 DBA, ANSI SQL and SQL Server 7.0 Developer are also available.

Tests for SQL Server 2000 DBA and SQL Server 7.0 for Developers are also available.

SQL Server 7.0 Developer	43	SQL Server 7.0 is Microsoft's enterprise scale relational database management system (RDBMS). Its features compete with other top of the line RDBMS from Oracle, Informix, Sybase and IBM. This test measures the skill of developers responsible for designing, programming and implementing a database using SQL Server 7.0. Tests for SQL Server 7.0 DBA, SQL Entry Level and SQL for Client-Server Applications are also available.
Staffing Suite - Call Center Inbound	50	**Command** – Tendency to increase determination when faced with resistance. The ability to easily be direct or forward with others. Handles conflict well. **Competition** – The desire and need to win and excel. **Focus** – Able to maintain a logical sequence of thought and presentation. The ability to learn, retain knowledge, and stay on track with short and long term goals and objectives. **Initiator** – The desire to meet new people and learn about them. Need to be liked have the approval of others. **Pride** - A feeling of importance, self-satisfaction and self-worth resulting from certain achievements. **Relator** – Able to establish a high, ongoing rapport. Relationship building aptitude. **Responsibility** – A person's feeling of psychological ownership for their work and their behavior. **Service** - Evidence of a value system, especially related to family, work, and rightness. Actively strives to provide excellent service and to do what is "right" for the customer. **Sophistication** – The ability to judge the quality of experience. Makes good decisions and choices. **Stress Tolerance** - The ability to remain calm in even the most stressful and demanding situations.

Staffing Suite - Call Center Outbound	55	**Competition** – The desire and need to win and excel.

Competition – The desire and need to win and excel.

Focus – Able to maintain a logical sequence of thought and presentation. The ability to learn, retain knowledge, and stay on track with short and long term goals and objectives.

Mastery – The need to master a skill and become highly competent in a certain area. The desire to be seen as an expert.

Persistence – A need to structure time and environment to ensure closure and completeness. Difficult tasks are seen as challenges and not as obstacles.

Persuasion – The desire and ability to verbally influence the thinking of others. Gains agreement from others using logic and alternatives.

Pride - A feeling of importance, self-satisfaction and self-worth resulting from certain achievements.

Responsibility – A person's feeling of psychological ownership for their work and their behavior.

Service - Evidence of a value system, especially related to family, work, and rightness. Actively strives to provide excellent service and to do what is "right" for the customer.

Sophistication – The ability to judge the quality of experience. Makes good decisions and choices.

Stability – A consistency that is evident in a person's behavior and communication. Can be counted on to perform as expected.

Telephone - The ability to hold the attention of an audience. Important for successful presentations and/or product demonstrations.

Staffing Suite - Financial Services   72

In addition to predicting overall job success, the Financial Services Selector also provides an individual profile of each candidate's likely strengths and "soft spots" in terms of the following competencies:

Achiever - A need to be active and involved and strives to get things done.

Agreeableness - Exemplifies very amiable and cooperative individuals who have a sincere regard toward creating positive experiences with others.

Analytical - Characterizes fluidity in both thinking and verbalizing quantifiable or numerical information.

Conscientiousness - Orientation to planning, goals and organization; attention to detail; achievement; drive; persistence; and sense of personal accountability.
Detail Orientation - The tendency toward completion, organization and accuracy.
Situational Savvy - Practical problem solving abilities in challenging asset protection situations with customers and employees.
Stress Tolerance - Satisfied with life. Even-tempered; calm in difficult situations. Able to depend on others. Self-controlled.

Staffing Suite - Health Care	40	In addition to predicting overall job success, the Health Care Associate Selector also provides an individual profile of each candidate's likely strengths and "soft spots" in terms of the following competencies: Conscientiousness - Respectful of, and compliant with, authority. Willing to work within prescribed procedures and toward achievement of quality standards. Strong sense of responsibility and personal accountability. Neat, orderly and organized. Likely to be a good team member and follow directions. Likes to help others. Empathy – The ability to perceive accurately the thoughts and feelings of another person. Sensitive to what others need in order to function better and sensitivity to what is the best way to respond to them when a difficult situation is determined. Maturity - Self-disciplined. Even-tempered. Stays calm and cool when the going gets tough. Can tactfully handle upset customers. Flexible. Practicality - Practical, down-to-earth, and comfortable with routine and conformity. Preference for stable working conditions and operations, as opposed to constantly changing situations. Self-Esteem - Satisfied with life and proud of accomplishments. Self-confident, positive and proactive.
Staffing Suite - Manager	52	In addition to predicting overall job success, the Manager Selector also provides an individual profile of each candidate's likely strengths and "soft spots" in terms of the following competencies:

Critical Thinking - Ability to process quantitative data. Verbally skilled. Ability to analyze complex information to reach a decision.
Leadership - Self-confident, assertive, extraverted and energetic. Comfortable with leadership responsibility.
Organization - Planning and goal-oriented. Neat, orderly. Attentive to details. Personally accountable and compliant with authority.
Situational Savvy - Interpersonal skills and practical problem solving abilities in challenging situations involving employees and customers.
Stress Tolerance - High self-esteem. Proud. Success-oriented. Satisfied with life. Even-tempered; calm in difficult situations. Able to depend on others. Self-controlled.

Staffing Suite - Retail	40	In addition to predicting overall job success, the Retail Associate Selector also provides an individual profile of each candidate's likely strengths and "soft spots" in terms of the following competencies: **Agreeableness** - Tactful and diplomatic; likely to get along with customers and co-workers. Has a strong sense of integrity and is trustful of others. Willing to help customers and co-workers. **Confidence** - High self-esteem. Satisfied with life; positive, enthusiastic and optimistic. Prefers fast-paced work. Assertive, persuasive. Natural leadership tendency. **Conscientiousness** - Strong sense of personal accountability, values, and responsibility. Organized, orderly. Achievement-oriented. **Situational Savvy** - Likely to make appropriate decisions in retail settings. Will tend to exhibit good common sense and interpersonal skills. Kenexa also offers another version of the Retail Associate Selector, with Experience and Past Performance, for assessing experienced candidates.
Staffing Suite - Sales Professional	60	In addition to predicting overall job success, the Sales Professional Selector also provides an individual profile of each candidate's likely strengths and "soft spots" in terms of the following competencies:

Conscientiousness - Orientation to planning, goals and organization; attention to detail; achievement; drive; persistence; and sense of personal accountability.

Extroversion - Sociability, self-confidence, assertiveness, persuasiveness, and natural leadership qualities.

Situational Judgment - Common sense, problem-solving ability, and interpersonal skills in sales, customer service, and team work situations.

Stability - Optimism, stress tolerance, even-temperedness, emotional maturity, and sense of well-being.

Summation Blaze 5.21	30	Summation Blaze is an integrated document management system. It aids in the management of transcription, evidentiary documents and case data. One of the most employed systems of its kind, Summation Blaze is used by litigation professionals as an integral tool for their work. The Summation Blaze tests aims at assessing those who are expected to possess a working understanding of the many facets of Summation Blaze. Among the topical areas included are; using the document database and case folders, transcripts, and the form and case editors. Tests for Legal Assistants, Paralegal Skills and Legal Staff Skills are also available.
Sybase 11	20	Sybase is a family of SQL development tools from Sybase, Inc., that includes SQL Server, SQL Toolset (design, development and control) and Client/Services Interfaces (distributed database architecture). The Sybase 11 test is designed to assess developer proficiency with Sybase syntax and programming tools. Tests for Sybase 12, Sybase DBA and Sybase Developer are also available.
Sybase 12	50	Sybase is a family of SQL development tools from Sybase, Inc., that includes SQL Server, SQL Toolset (design, development and control) and Client/Services Interfaces (distributed database architecture). The Sybase 12 test is designed to assess developer proficiency with Sybase syntax and programming tools.

Tests for Sybase 11, Sybase DBA and Sybase Developer are also available.

Sybase DBA   38

The Sybase DBA test is aimed as assessing the skill level of the test taker in several areas of database administration. Such topics included, but not limited to, creating databases, installation, data placement, access management, configuration, transaction management, backup and recovery, and monitoring and troubleshooting. The test questions are dispersed between basic, intermediate and advanced levels of DBA knowledge in order to allow a more pointed determination of ones skill set than a simple percentage would provide.

Tests for Sybase 11, Sybase 12 and Sybase Developer are also available.

Sybase Developer   66

Sybase is a popular relational database management system used by a wide variety of businesses. Typically, a Sybase developer is less concerned with the creation and maintenance of the database (e.g. building the database or backups), as this is the domain of the Database Administrator, and more interested in the actual manipulation and retrieval of the data in the database. Often times this will be via a third party tool or programming language, but many developers will work exclusively with the database. The focus of this exam is on the ability of the developer to manipulate data stored within the database, their familiarity with the Sybase environment and their knowledge of the tools that are provided with Sybase. This test is designed to test the knowledge of a Sybase Developer rather than a Sybase Administrator.

Tests for Sybase 11, Sybase 12 and Sybase DBA are also available.

TCP/IP   59

This test for TCP/IP is aimed at assessing the skill level of the test taker in TCP/IP. The following areas are covered.

TCP/IP Protocol

TCP/IP Concepts

TCP/IP Troubleshooting

TCP/IP Configuration

LAN Management

IP Addressing.

Tests for Hardware Troubleshooting, Microsoft Windows XP Troubleshooting, WAN Architecture and LAN Hardware are also available.

Teacher Selector	92	In addition to predicting overall job success, the **Teacher Selector** also provides an individual profile of each candidate's likely strengths and "soft spots" in terms of the following competencies:

- **Achiever**. An internal drive to be busy, active and get things done.
- **Adaptability**. A natural ability to easily and comfortably handle change.
- **Arranger**. An ability to see past the problems and spontaneously focus on the opportunities with situations and students.
- **Assertiveness**. A need to make things happen, to take charge and move others to action.
- **Belief**. A strong internal value system that is best expressed through service to others and commitment to students.
- **Communication**. A natural ability to listen well and to relay information to others in an efficient and effective manner.
- **Empathy**. The ability to accurately perceive and care about the thoughts and feelings of another person.
- **Kinesthetic**. The tendency to be on the go and physically active.
- **Positivity**. Consistently upbeat and optimistic during times of stress and adversity. Has the ability to keep the students and parents positive and productive.
- **Pride**. A strong internal need for personal significance and a drive to excel.
- **Relator**. A need to develop interpersonal connections with others and an ability to be viewed as very caring.

- **Responsibility**. A natural capacity for taking psychological ownership for one's work, one's commitments, and one's word.
- **Situational Judgement**. The ability to think on one's feet, analyze the situation, and react appropriately.

Technical Support - IT/Network	35	The Technical Support - IT/Network assessment is focused towards IT Technical Support and Network Administrators with one or more years of experience. Topics include Internet/Network Support, Windows Support, Technical Support Concepts, and PC Familiarity. The test covers basic information used in troubleshooting PC computers and IP networks. For Technical Support positions that don't focus on Network knowledge, consider the Technical Support Processes. Assessments for Microsoft Windows XP Troubleshooting and Microsoft Office 2003 Help Desk are also available.
Technical Support Processes	37	The Technical Support Processes test assesses technical support concepts and processes as they are related to software, Internet, Windows, and overall PC support. It focuses on reasoning skills, such as what steps should be taken in order to identify or resolve a technical problem, as well as testing overall basic technical knowledge. Tests for Software Testing, Microsoft Windows XP Troubleshooting and Call Center Technical Support [audio] are also available.
Technical Terminology	43	The Technical Terminology test addresses key terms, concepts, and acronyms used in technical professions and positions where interface with technical people is required. It is primarily focused towards Internet, Programming, and Database Terms & Concepts, although it includes questions on Hardware, Windows, and Networking as well. Also included are questions regarding legal licensing, as every company can be exposed to liability if their employees are not aware of software copyright laws. This test is intended for non-IT/IS people who must work with IT/IS staff and/or communicate

about technology as part of their position, such as Software Project Managers or Technical Sales Representatives.

Tests for Recruiting Fundamentals, Human Resources Benefits Knowledge and Office Management Skills are also available.

Telecommunications	58	The Telecommunications test is designed to test the knowledge of a service technician. The test is divided in to seven different categories, general, cabling, electrical, central office lines, call handling, voice mail, and paging. Test for Basic Electronics and Electronic Schematics are also available.
Telephone Representative	100	In addition to predicting overall job success, the **Telephone Representative Selector** also provides an individual profile of each candidate's likely strengths and "soft spots" in terms of the following competencies: • **Stress Tolerance**. Satisfied with life. Even-tempered; calm in difficult situations. Able to depend on others. Self-controlled. • **Conscientiousness.** Self-disciplined, respectful of authority, willing to follow procedures, accountable, self-determining, dependable. • **Agreeableness**. Exemplifies very amiable and cooperative individuals who have a sincere regard toward creating positive experiences with others. • **Past Performance**. Record of achievement at work and school, good attendance, persistence, a leader, customer service and sales experience. • **Situational Savvy**. Evidence of good judgment and problem-solving skills in customer service, sales and other situations.
TeleSales And Service	135	In addition to predicting overall job success, the **TeleSales & Service Selector** also provides an individual profile of each candidate's likely strengths in terms of the following seven competencies:

- **Conscientiousness**. Self-disciplined, respectful of authority, willing to follow procedures, accountable, self-determining, dependable.
- **Education.** Achieved good grades in school. Was active in school activities.
- **Experience**. Work history, including tenure in customer service and sales positions.
- **Past Performance**. Record of achievement at work and school, good attendance, persistence, a leader, customer service and sales experience.
- **Situational Savvy**. Evidence of good judgment and problem-solving skills in customer service, sales and other situations.
- **Stability**. Even-tempered, mild-mannered, positive, optimistic, well-adjusted.
- **Thinking Ability**. General cognitive reasoning skills, mathematical ability, and verbal skills.

A version of the TeleSales & Service Selector is also available without the Education, Experience, and Thinking Ability competencies.

TeleSales and Service v2	100	In addition to predicting overall job success, the **TeleSales & Service v2 Selector** also provides an individual profile of each candidate's likely strengths and "soft spots" in terms of the following five competencies:

- **Stress Tolerance**. Satisfied with life. Even-tempered; calm in difficult situations. Able to depend on others. Self-controlled.
- **Conscientiousness.** Self-disciplined, respectful of authority, willing to follow procedures, accountable, self-determining, dependable.
- **Agreeableness**. Exemplifies very amiable and cooperative individuals who have a sincere regard toward creating positive experiences with others.
- **Past Performance**. Record of achievement at work and school, good attendance, persistence, a leader, customer service and sales experience.
- **Situational Savvy**. Evidence of good judgment and problem-solving skills in customer service, sales and other situations.

TeleSales and Service	100	In addition to predicting overall job success, the **TeleSales & Service v2 Selector** also

v2 - Spanish

provides an individual profile of each candidate's likely strengths and "soft spots" in terms of the following five competencies:

- **Stress Tolerance**. Satisfied with life. Even-tempered; calm in difficult situations. Able to depend on others. Self-controlled.
- **Conscientiousness.** Self-disciplined, respectful of authority, willing to follow procedures, accountable, self-determining, dependable.
- **Agreeableness**. Exemplifies very amiable and cooperative individuals who have a sincere regard toward creating positive experiences with others.
- **Past Performance**. Record of achievement at work and school, good attendance, persistence, a leader, customer service and sales experience.
- **Situational Savvy**. Evidence of good judgment and problem-solving skills in customer service, sales and other situations.

TestDirector 8.0   45

TestDirector 8.0 is a test management web application. This assessment focuses on such topics as Test Execution, Test Design, TestDirector Knowledge, TestDirector Administrator, Defect Life Cycle, and Defect Life Cycle. This test would be appropriate to administer to a Test Engineer, Test Analyst, or TestDirector Administrator.

Assessments for LoadRunner 6.0 and WinRunner 7.6 are also available.

Title Insurance Knowledge   40

The Title Insurance test is aimed at evaluating the skill level of the test taker in applying policies and procedures commonly employed in the title insurance arena for Real Estate. Such topical areas included are; real estate vocabulary and documents, laws affecting titles, liens and encumbrances and closing practices. This test is appropriate to administer to those with one to two years of experience in Real Estate title insurance.

Tests for Casualty Insurance - Automobile and Financial Math are also available.

Tools and Fasteners   40

This test covers knowledge of many of the common fasteners as well as some of the fastener terms used in manufacturing, maintenance, and industrial settings. By including a number of

illustrations, it allows the test taker to be evaluated on his visual knowledge of fasteners. By combining illustrations with applications, it allows the test taker to be assessed on his ability to match fasteners with applications. A limited amount of fastener tool knowledge is also included in this test.

This test is appropriate for test takers who will be exposed to various fasteners used in installation, assembly, maintenance, and repair of equipment, furniture, vehicles, utilities, in commercial, industrial, and some residential environments.

Tests for Shop Math, Welding and Basic Industrial Skills are also available.

Transact SQL   40   The Transact SQL test assesses both general and specialized programming knowledge and covers topics including transactional functions, system commands, and stored procedures. The test is appropriate for those with at least 6 months' experience in Transact-SQL.

Tests for ANSI SQL and Informix are also available.

Translation Sample - English to French   1   The Translation Sample – English to French aims at displaying the writer's ability to translate a passage in English to French.

Because gauging translation skills is a highly subjective endeavor, we leave it to you to determine the level of translation effectiveness represented by the candidate's sample. We do believe that providing a controlled, immediate translation environment helps to assess the skills of the translator, in context. It is for this reason that we provide this environment and encourage you to use it, free of charge.

A scored, multiple choice, French-English Bilingual test is also available. It assesses the test taker's ability to read English and French and answer questions regarding what they've read and provides everyday scenarios involving business situations, formalities, definitions, and mathematics.

Translation Samples are also available for French-Canadian to English and English to Spanish.

Translation Sample - English to Italian	1	The Translation Sample – English to Italian aims at displaying the writer's ability to translate a passage in English to Italian.

Because gauging translation skills is a highly subjective endeavor, we leave it to you to determine the level of translation effectiveness represented by the candidate's sample. We do believe that providing a controlled, immediate translation environment helps to assess the skills of the translator, in context. It is for this reason that we provide this environment and encourage you to use it, free of charge.

A scored, multiple choice, Italian-English Bilingual test is also available. It assesses the test taker's ability to read English and Italian and answer questions regarding what they've read and provides everyday scenarios involving business situations, formalities, definitions, and mathematics.

Translation Samples are also available for Italian to English.

Translation Sample - English to Spanish	1	The Translation Sample – English to Spanish aims at displaying the writer's ability to translate a passage in English to Spanish.

Because gauging translation skills is a highly subjective endeavor, we leave it to you to determine the level of translation effectiveness represented by the candidate's sample. We do believe that providing a controlled, immediate translation environment helps to assess the skills of the translator, in context. It is for this reason that we provide this environment and encourage you to use it, free of charge.

A scored, multiple choice, Spanish-English Bilingual test is also available. It assesses the test taker's ability to read English and Spanish and answer questions regarding what they've read and provides everyday scenarios involving business situations, formalities, definitions, and

mathematics.

Translation Samples are also available for Spanish to English.

Translation Sample - French Canadian to English	1	The Translation Sample – French Canadian to English aims at displaying the writer's ability to translate a passage in French Canadian to English .
		Because gauging translation skills is a highly subjective endeavor, we leave it to you to determine the level of translation effectiveness represented by the candidate's sample. We do believe that providing a controlled, immediate translation environment helps to assess the skills of the translator, in context. It is for this reason that we provide this environment and encourage you to use it, free of charge.
		A scored, multiple choice, French-English Bilingual test is also available. It assesses the test taker's ability to read English and French and answer questions regarding what they've read and provides everyday scenarios involving business situations, formalities, definitions, and mathematics.
		Also available is the French Canadian Call Centre Customer Service Survey and a translation sample for English to French.
Translation Sample - Italian to English	1	The Translation Sample – Italian to English aims at displaying the writer's ability to translate a passage in Italian to English .
		Because gauging translation skills is a highly subjective endeavor, we leave it to you to determine the level of translation effectiveness represented by the candidate's sample. We do believe that providing a controlled, immediate translation environment helps to assess the skills of the translator, in context. It is for this reason that we provide this environment and encourage you to use it, free of charge.
		A scored, multiple choice, Italian-English Bilingual test is also available. It assesses the test

taker's ability to read English and Italian and answer questions regarding what they've read and provides everyday scenarios involving business situations, formalities, definitions, and mathematics.

A translation sample for Italian to English is also available.

Translation Sample - Spanish to English	1	The Translation Sample – Spanish to English aims at displaying the writer's ability to translate a passage in Spanish to English.

Because gauging translation skills is a highly subjective endeavor, we leave it to you to determine the level of translation effectiveness represented by the candidate's sample. We do believe that providing a controlled, immediate translation environment helps to assess the skills of the translator, in context. It is for this reason that we provide this environment and encourage you to use it, free of charge.

A scored, multiple choice, Spanish-English Bilingual test is also available. It assesses the test taker's ability to read English and Spanish and answer questions regarding what they've read and provides everyday scenarios involving business situations, formalities, definitions, and mathematics.

Also available is the Spanish Call Center Customer Service Survey and a translation sample for English to Spanish.

Travel Professional	115	In addition to predicting overall job success, the **Travel Professional Selector** also provides an individual profile of each candidate's likely strengths and "soft spots" in terms of the following competencies:

- **Conscientiousness**. Respectful of, and compliant with, authority. Logical thinkers. Believers in traditional values. Strong sense of responsibility and personal accountability. Practical, down to earth. Planning-oriented. Neat, orderly and organized. Deliberate and self-disciplined.

- **Critical Thinking**. Ability to process quantitative data. Verbally skilled. Ability to analyze complex information to reach decisions.
- **Emotional Stability**. Self-controlled. Even-tempered; calm when the going gets tough. Positive.
- **Experience**. Successful and active in school. Have stable, positive work histories. Tend to stick to one industry or job type. Show up for work when scheduled.
- **Extroversion**. Assertive and self-confident; can suggest what others should do. Comfortable in leadership roles. Extraverted, friendly, outgoing and at ease talking with others. Enthusiastic. Energetic, enjoying fast-paced, challenging work. Able to multi-task. Thrive on recognition.
- **Situational Savvy**. Good interpersonal skills with customers, co-workers and supervisors in travel agency-specific situations. Able to solve work problems, practically and quickly.

Typing - General [1 Minute Hardcopy]	1	The Typing Speed test measures the speed and accuracy of a user's typing. The test presents the user with a passage which he/she must type as accurately and quickly as he/she can. This test should be given to anyone whose typing speed needs to be measured. A score of 0 on the Raw Words per Minute, Mistakes, and Adjusted Words per Minute indicates that the test taker did not follow the passage closely enough for an accurate score to be determined.
Typing - General [1 Minute Onscreen]	1	The Typing Speed test measures the speed and accuracy of a user's typing. The test presents the user with a passage which he/she must type as accurately and quickly as he/she can. This test should be given to anyone whose typing speed needs to be measured. A score of 0 on the Raw Words per Minute, Mistakes, and Adjusted Words per Minute indicates that the test taker did not follow the passage closely enough for an accurate score to be determined.

Typing - General [3 Minutes Hardcopy]	1	The Typing Speed test measures the speed and accuracy of a user's typing. The test presents the user with a passage which he/she must type as accurately and quickly as he/she can. This test should be given to anyone whose typing speed needs to be measured. A score of 0 on the Raw Words per Minute, Mistakes, and Adjusted Words per Minute indicates that the test taker did not follow the passage closely enough for an accurate score to be determined.
Typing - General [3 Minutes Onscreen]	1	The Typing Speed test measures the speed and accuracy of a user's typing. The test presents the user with a passage which he/she must type as accurately and quickly as he/she can. This test should be given to anyone whose typing speed needs to be measured. A score of 0 on the Raw Words per Minute, Mistakes, and Adjusted Words per Minute indicates that the test taker did not follow the passage closely enough for an accurate score to be determined.
Typing - General [5 Minutes Hardcopy]	1	The Typing Speed test measures the speed and accuracy of a user's typing. The test presents the user with a passage which he/she must type as accurately and quickly as he/she can. This test should be given to anyone whose typing speed needs to be measured. A score of 0 on the Raw Words per Minute, Mistakes, and Adjusted Words per Minute indicates that the test taker did not follow the passage closely enough for an accurate score to be determined.
Typing - General [5 Minutes Onscreen]	1	The Typing Speed test measures the speed and accuracy of a user's typing. The test presents the user with a passage which he/she must type as accurately and quickly as he/she can. This test should be given to anyone whose typing speed needs to be measured. A score of 0 on the Raw Words per Minute, Mistakes, and Adjusted Words per Minute indicates that the test taker did not follow the passage closely enough for an accurate score to be determined.

| Typing - Legal [1 Minute Hardcopy] | 1 | The Legal Typing test measures the speed and accuracy of a user's typing. The test presents the user with a passage which he/she must type as accurately and quickly as he/she can. This test should be given to anyone whose typing speed needs to be measured.

A score of 0 on the Raw Words per Minute, Mistakes, and Adjusted Words per Minute indicates that the test taker did not follow the passage closely enough for an accurate score to be determined. |
| --- | --- | --- |
| Typing - Legal [1 Minute Onscreen] | 1 | The Legal Typing test measures the speed and accuracy of a user's typing. The test presents the user with a passage which he/she must type as accurately and quickly as he/she can. This test should be given to anyone whose typing speed needs to be measured.

A score of 0 on the Raw Words per Minute, Mistakes, and Adjusted Words per Minute indicates that the test taker did not follow the passage closely enough for an accurate score to be determined. |
| Typing - Legal [3 Minutes Hardcopy] | 1 | The Legal Typing test measures the speed and accuracy of a user's typing. The test presents the user with a passage which he/she must type as accurately and quickly as he/she can. This test should be given to anyone whose typing speed needs to be measured.

A score of 0 on the Raw Words per Minute, Mistakes, and Adjusted Words per Minute indicates that the test taker did not follow the passage closely enough for an accurate score to be determined. |
| Typing - Legal [3 Minutes Onscreen] | 1 | The Legal Typing test measures the speed and accuracy of a user's typing. The test presents the user with a passage which he/she must type as accurately and quickly as he/she can. This test should be given to anyone whose typing speed needs to be measured.

A score of 0 on the Raw Words per Minute, Mistakes, and Adjusted Words per Minute |

indicates that the test taker did not follow the passage closely enough for an accurate score to be determined.

Typing - Legal [5 Minutes Hardcopy]	1	The Legal Typing test measures the speed and accuracy of a user's typing. The test presents the user with a passage which he/she must type as accurately and quickly as he/she can. This test should be given to anyone whose typing speed needs to be measured. A score of 0 on the Raw Words per Minute, Mistakes, and Adjusted Words per Minute indicates that the test taker did not follow the passage closely enough for an accurate score to be determined.
Typing - Legal [5 Minutes Onscreen]	1	The Legal Typing test measures the speed and accuracy of a user's typing. The test presents the user with a passage which he/she must type as accurately and quickly as he/she can. This test should be given to anyone whose typing speed needs to be measured. A score of 0 on the Raw Words per Minute, Mistakes, and Adjusted Words per Minute indicates that the test taker did not follow the passage closely enough for an accurate score to be determined.
Typing - Medical [1 Minute Hardcopy]	1	The Medical Typing test measures the speed and accuracy of a user's typing. The test presents the user with a medical field related passage which he/she must type as accurately and quickly as he/she can. This test should be given to anyone whose typing speed needs to be measured. A score of 0 on the Raw Words per Minute, Mistakes, and Adjusted Words per Minute indicates that the test taker did not follow the passage closely enough for an accurate score to be determined.
Typing - Medical [1 Minute Onscreen]	1	The Medical Typing test measures the speed and accuracy of a user's typing. The test presents the user with a medical field related passage which he/she must type as accurately

and quickly as he/she can. This test should be given to anyone whose typing speed needs to be measured.

A score of 0 on the Raw Words per Minute, Mistakes, and Adjusted Words per Minute indicates that the test taker did not follow the passage closely enough for an accurate score to be determined.

Typing - Medical [3 Minutes Hardcopy]	1	The Medical Typing test measures the speed and accuracy of a user's typing. The test presents the user with a medical field related passage which he/she must type as accurately and quickly as he/she can. This test should be given to anyone whose typing speed needs to be measured.

A score of 0 on the Raw Words per Minute, Mistakes, and Adjusted Words per Minute indicates that the test taker did not follow the passage closely enough for an accurate score to be determined. |
| Typing - Medical [3 Minutes Onscreen] | 1 | The Medical Typing test measures the speed and accuracy of a user's typing. The test presents the user with a medical field related passage which he/she must type as accurately and quickly as he/she can. This test should be given to anyone whose typing speed needs to be measured.

A score of 0 on the Raw Words per Minute, Mistakes, and Adjusted Words per Minute indicates that the test taker did not follow the passage closely enough for an accurate score to be determined. |
| Typing - Medical [5 Minutes Hardcopy] | 1 | The Medical Typing test measures the speed and accuracy of a user's typing. The test presents the user with a medical field related passage which he/she must type as accurately and quickly as he/she can. This test should be given to anyone whose typing speed needs to be measured.

A score of 0 on the Raw Words per Minute, Mistakes, and Adjusted Words per Minute |

indicates that the test taker did not follow the passage closely enough for an accurate score to be determined.

Typing - Medical [5 Minutes Onscreen]	1	The Medical Typing test measures the speed and accuracy of a user's typing. The test presents the user with a medical field related passage which he/she must type as accurately and quickly as he/she can. This test should be given to anyone whose typing speed needs to be measured.

A score of 0 on the Raw Words per Minute, Mistakes, and Adjusted Words per Minute indicates that the test taker did not follow the passage closely enough for an accurate score to be determined. |
| **U.K. Microsoft Access 2000** | 30 | Microsoft Access 2000 is a popular database application. It is included in the Microsoft Office Professional Suite, which also includes Word, Excel and PowerPoint. The test is designed to test data entry clerks and entry-level Access users by assessing the user's ability to add and edit data and use basic Access forms and reports.

The Microsoft Access 2000 test consists of 30 questions.

This test is not appropriate for Access developers or users who will need to create complex functions in Access. Use the Access Basic TechTest to assess the skills of Access 2.0 and 7.0 developers, and the Visual Basic 5.0 TechTest for Access 97 Developers. |
| **U.K. Microsoft Excel 2000 - Normal User** | 30 | Microsoft Excel 2000 is the most popular spreadsheet application. It is included in the Microsoft Office Suite, which also includes Word and PowerPoint.

The Microsoft Excel 2000 Whole test contains 55 questions, consists of both the Normal User and Power User tests combined, and tests the user's ability to perform both normal and power user functions.

The Microsoft Excel 2000 Normal User test is designed to test clerical level users of Excel |

who need to edit, develop and create Excel Workbooks. The test assesses the user's ability to create and develop a basic Excel workbook including formatting cells, using formulas and changing the overall appearance of the spreadsheet. It includes basic, intermediate and advanced questions and checks for mastery of the most commonly used commands and consists of questions 1-30 of the Whole Test.

The Microsoft Excel 2000 Power User test is designed to test very experienced users of Excel. It assesses the user's ability to use more complex formatting features and advanced functions (including Goal Seek and Scenario Manager and includes intermediate and advanced level questions. The Power User test consists of questions 31-55 of the Whole Test.

U.K. Microsoft Excel 2000 - Power User	25	Microsoft Excel 2000 is the most popular spreadsheet application. It is included in the Microsoft Office Suite, which also includes Word and PowerPoint.

The Microsoft Excel 2000 Whole test contains 55 questions, consists of both the Normal User and Power User tests combined, and tests the user's ability to perform both normal and power user functions.

The Microsoft Excel 2000 Normal User test is designed to test clerical level users of Excel who need to edit, develop and create Excel Workbooks. The test assesses the user's ability to create and develop a basic Excel workbook including formatting cells, using formulas and changing the overall appearance of the spreadsheet. It includes basic, intermediate and advanced questions and checks for mastery of the most commonly used commands and consists of questions 1-30 of the Whole Test.

The Microsoft Excel 2000 Power User test is designed to test very experienced users of Excel. It assesses the user's ability to use more complex formatting features and advanced functions (including Goal Seek and Scenario Manager and includes intermediate and advanced level questions. The Power User test consists of questions 31-55 of the Whole Test.

U.K. Microsoft Excel 2000 - Whole Test	55	Microsoft Excel 2000 is the most popular spreadsheet application. It is included in the Microsoft Office Suite, which also includes Word and PowerPoint.

The Microsoft Excel 2000 Whole test contains 55 questions, consists of both the Normal User and Power User tests combined, and tests the user's ability to perform both normal and power user functions.

The Microsoft Excel 2000 Normal User test is designed to test clerical level users of Excel who need to edit, develop and create Excel Workbooks. The test assesses the user's ability to create and develop a basic Excel workbook including formatting cells, using formulas and changing the overall appearance of the spreadsheet. It includes basic, intermediate and advanced questions and checks for mastery of the most commonly used commands and consists of questions 1-30 of the Whole Test.

The Microsoft Excel 2000 Power User test is designed to test very experienced users of Excel. It assesses the user's ability to use more complex formatting features and advanced functions (including Goal Seek and Scenario Manager and includes intermediate and advanced level questions. The Power User test consists of questions 31-55 of the Whole Test.

U.K. Microsoft Internet Explorer 5	30	Internet Explorer is an Internet Browser. It is available over the Internet and is also bundled with Microsoft Windows 98. The test is designed to test general user skills for the Internet Explorer browser. This test covers basic functions such as navigating through web pages, saving and loading information, changing settings and using email. The test is 30 questions long. This test would be appropriate to be given to anyone who needs to use Internet Explorer to browse the Internet.
U.K. Microsoft Outlook 2000	30	Microsoft Outlook 2000 is a comprehensive personal information application, which combines Internet/Interoffice e-mail, a calendar and task list, address book and contact information, and notes and journals. Outlook is used to handle communication as well as organize information

for individuals. It is part of the Microsoft Office 2000 Suite.

The test is designed for clerical level users and anyone who uses Outlook for their personal communications. The test assesses the user's ability to use common functions such as sending email and adding contacts as well as more advanced functions including arranging meetings and creating journal entries.

The Microsoft Outlook 2000 test consists of 30 questions.

| U.K. Microsoft PowerPoint 2000 | 30 | Microsoft PowerPoint 2000 is a presentation designer used to create overhead slides and computer-based presentations. This program is included in the Microsoft Office Suite, which also includes Word and Excel. |

The test is designed for clerical level users of PowerPoint. It assesses the user's ability to perform common functions such as creating a presentation, as well as more advanced functions including Organization Charts and features that enhance slide shows.

The PowerPoint 2000 test consists of 30 questions.

| U.K. Microsoft Word 2000 - Normal User | 30 | Microsoft Word is the most popular word processing application. It is included in the Microsoft Office Suite, which also includes Excel and PowerPoint. |

The Word 2000 Whole test consists of both the Normal User and Power User tests combined and consists of 55 questions.

The Microsoft Word 2000 Normal User test is designed to test entry-level users of Word who edit, develop and create Word Documents. The test assesses the user's ability to create and develop a basic word processing document and a mail merge. This test includes basic, intermediate and advanced questions and tests mastery of the most commonly used commands and consists of questions 1-30 of the Whole Test.

The Microsoft Word 2000 Power User test is designed to test very experienced users who need to create complicated Word documents such as brochures or long reports. This test assesses the user's ability to use more complex formatting features and advanced functions (including Index, Table of Contents, Tables and Columns) and includes intermediate and advanced level questions. The Power User test consists of questions 31-55 of the Whole Test.

U.K. Microsoft Word 2000 - Power User	25	Microsoft Word is the most popular word processing application. It is included in the Microsoft Office Suite, which also includes Excel and PowerPoint.

The Word 2000 Whole test consists of both the Normal User and Power User tests combined and consists of 55 questions.

The Microsoft Word 2000 Normal User test is designed to test entry-level users of Word who edit, develop and create Word Documents. The test assesses the user's ability to create and develop a basic word processing document and a mail merge. This test includes basic, intermediate and advanced questions and tests mastery of the most commonly used commands and consists of questions 1-30 of the Whole Test.

The Microsoft Word 2000 Power User test is designed to test very experienced users who need to create complicated Word documents such as brochures or long reports. This test assesses the user's ability to use more complex formatting features and advanced functions (including Index, Table of Contents, Tables and Columns) and includes intermediate and advanced level questions. The Power User test consists of questions 31-55 of the Whole Test.

U.K. Microsoft Word 2000 - Whole Test	55	Microsoft Word is the most popular word processing application. It is included in the Microsoft Office Suite, which also includes Excel and PowerPoint.

The Word 2000 Whole test consists of both the Normal User and Power User tests combined and consists of 55 questions.

The Microsoft Word 2000 Normal User test is designed to test entry-level users of Word who edit, develop and create Word Documents. The test assesses the user's ability to create and develop a basic word processing document and a mail merge. This test includes basic, intermediate and advanced questions and tests mastery of the most commonly used commands and consists of questions 1-30 of the Whole Test.

The Microsoft Word 2000 Power User test is designed to test very experienced users who need to create complicated Word documents such as brochures or long reports. This test assesses the user's ability to use more complex formatting features and advanced functions (including Index, Table of Contents, Tables and Columns) and includes intermediate and advanced level questions. The Power User test consists of questions 31-55 of the Whole Test.

U.K. Typing - General [1 Minute Hardcopy]	1	The Typing Speed test measures the speed and accuracy of a user's typing. The test presents the user with a passage which he/she must type as accurately and quickly as he/she can. This test should be given to anyone whose typing speed needs to be measured. A score of 0 on the Raw Words per Minute, Mistakes, and Adjusted Words per Minute indicates that the test taker did not follow the passage closely enough for an accurate score to be determined.
U.K. Typing - General [1 Minute Onscreen]	1	The Typing Speed test measures the speed and accuracy of a user's typing using UK English. The test presents the user with a passage which he/she must type as accurately and quickly as he/she can. This test should be given to anyone whose typing speed needs to be measured. A score of 0 on the Raw Words per Minute, Mistakes, and Adjusted Words per Minute indicates that the test taker did not follow the passage closely enough for an accurate score to be determined.
UML	39	The UML test examines the test taker's understanding of the Unified Modeling Language (UML) as it is used in the field. It covers most aspects of the UML, focusing on the elements that the test taker would deal with most often. This test is applicable to anyone who fills a role

in software development; from gathering system requirements, to coding, to system maintenance. Specific job titles to be included would be: Software Engineer, Support Engineer, and Business Analyst.

Tests for XML and C++ Programming are also available.

Unit Conversion   31   The Unit Conversion test aims at assessing the skill level of the test taker in converting common metric units into standard and vice versa. It also tests conversion of units within a single system.
This test is appropriate to administer to those that will be expected to convert mathematical units as a part of their every day work.
Tests for Numeric Conversion and Basic Industrial Math are also available.

UNIX Administrator   44   There are many variations of the UNIX operating system. These UNIX tests are designed to be general tests. Because of the similarities between UNIX versions, proficient UNIX administrators should be able to achieve acceptable scores if they are proficient in other versions. The topical areas contained herein are OS fundamentals, administration, communication, networking and performance management, among others. This test is not suitable for testing UNIX users or programmers but, rather, is intended for administrators.

Tests for UNIX Programming, UNIX Users and Ultrix Administrator are also available.

UNIX Programming   54   The UNIX Programming test covers C programming, shell scripting, networking, and other tools and concepts necessary for programming applications for the UNIX environment. The test is not suitable for testing UNIX users or administrators but, rather, is intended for programmers.

Tests for UNIX for Administrators test and UNIX Users are also available.

UNIX Users   50   There are many variations of the UNIX operating system. These UNIX tests are designed to

be general tests. Because of the similarities between UNIX versions, proficient UNIX users or administrators should be able to achieve acceptable scores if they are proficient in other versions. This test is not suitable for testing UNIX administrators or programmers but, rather, is intended for users of UNIX.

Tests for UNIX Administrators and UNIX Programmers are also available.

VBScript   47   VBScript is a scripting language developed by Microsoft for use in browsers, Web pages, applications, and for system maintenance. This test measures understanding of the core VBScript language. It is based on version 5.0 of the language. This test is appropriate to administer to programmers.

Tests for Visual Basic 6.0 and Visual Basic 5.0 Entry Level are also available.

Visual Basic 4.0   54   Visual Basic is a programming language and development environment developed by Microsoft. Based on the BASIC language, Visual Basic was one of the first products to provide a graphical programming environment and a paint metaphor for developing user interfaces. Although not a true object-oriented programming language in the strictest sense, Visual Basic nevertheless has an object-oriented philosophy. Since its launch in 1990, the Visual Basic approach has become the norm for programming languages. This test measures the visual components of the language and assumes knowledge of Basic.

Tests for Visual Basic 5.0 and Visual Basic 6.0 are also available.

Visual Basic 5.0   51   Visual Basic is a programming language and development environment developed by Microsoft. Based on the BASIC language, Visual Basic was one of the first products to provide a graphical programming environment and a paint metaphor for developing user interfaces. Although not a true object-oriented programming language in the strictest sense, Visual Basic nevertheless has an object-oriented philosophy. Since its launch in 1990, the Visual Basic approach has become the norm for programming languages. This test measures the visual components of the language and assumes knowledge of Basic.

Tests for Visual Basic 5.0 Entry Level and Visual Basic 6.0 are also available.

Visual Basic 6.0	60	This test evaluates the test taker's knowledge of Visual Basic 6. The test covers both the Visual Basic language and the Visual Basic 6 development environment (IDE).

The Language portion focuses on functions and objects, but also includes sections on operators, flow control, events, expressions, data access, and datatypes.

The IDE portion is intended for programmers and developers who create applications in the Visual Basic 6.0 environment. It covers Form Controls, Creating COM objects, Using the Interface, and Managing Projects.

If the programmer does not specifically develop in the Visual Basic IDE, consider administering the Visual Basic 6.0 Applications (VBA) assessment. |
| **Visual Basic 6.0 for Applications (VBA)** | 36 | This test evaluates the taker's knowledge of the Visual Basic language as it is used in Visual Basic 6 IDE as well as in Microsoft Office and other applications. It focuses on functions, and objects, but also includes sections on operators, flow control, expressions, data access, and datatypes.

This test is intended for programmers and developers who develop in Visual Basic, whether as part of the IDE or another application.

Tests for Java II and .NET Programming - Visual Basic are also available. |
| **Visual C++ 4.0** | 52 | Visual C++, from Microsoft, is a C and C++ development system for DOS and Windows. It includes Visual Workbench, an integrated Windows-based development environment and Version 2.0 of the Microsoft Foundation Class Library (MFC), which provide a basic framework of object-oriented code to build an application upon. Visual C++ is used for Rapid Application Development (RAD). |

The C programming language is the basis for C++ and Visual C++, its more object-oriented cousins. There is a separate test for each of the three C programming language derivatives. It is recommended that you administer the C test only for C users, the C and the C++ test for C++ users, and C, C++ and Visual C++ for Visual C++ users. This will ensure that you provide the most comprehensive testing possible. This particular test is appropriate to administer to developers.

Visual C++ 6.0   42   Visual C++ 6.0 is a comprehensive development environment for Windows 95/98/Me, Windows NT and Windows 2000 platforms. This test covers knowledge of basic C++, of using Visual C++ development tools, and of advanced concepts such as OLE and Active X. It would be appropriate to administer this test to developers with at least 1-2 years of Visual C++ experience.

Tests for Visual Basic, Microsoft Windows NT and Microsoft Windows 2000 are also available.

Visual FoxPro 3.0   25   A DBMS from Microsoft, Visual FoxPro is an enhanced version of FoxBASE and includes Windowing technology for fast queries on large databases. This test addresses the following subject areas; projects rules, relationship and object types, triggers, and grids, among others. This test is designed specifically for Visual FoxPro 3.0 developers.

Tests for Visual FoxPro 6.0, Visual Basic 6.0 and Visual J++ 6 are also available.

Visual FoxPro 6.0   47   A DBMS from Microsoft, Visual FoxPro 6.0 is an enhanced version of FoxBASE and includes Windowing technology for fast queries on large databases. The subject matter contain herein include functions, classes, forms, and arrays. This test was designed specifically for Visual FoxPro 6.0 and is appropriate administer to developers.

Tests for Visual J++ 6.0 and Visual Basic 6.0 are also available.

Visual FoxPro 8.0	40	Microsoft Visual FoxPro provides the tools you need to create and manage high-performance, 32-bit database applications and components. Its robust tools and data-centric, object-oriented language make it ideal for building modern, scalable, multitier applications that integrate client/server computing and the Internet. This test addresses such subject areas as Database definition, indexes and data manipulation, form properties and events, and functions, commands and procedures written in the Visual FoxPro programming language. Tests are also available for Visual FoxPro 3.0 and Visual Fox Pro 6.0.
Visual Interdev 6.0	53	Visual InterDev is a powerful tool for creating many aspects of web sites. This test covers such topics as application development, using FrontPage, web development languages, add-ons and tools, and Active X. This test is appropriate to administer to those who require knowledge of Visual Interdev in order to perform in the job. Tests for Visual J++, Visual FoxPro 6.0 and Visual Basic 6.0 are also available.
Visual J++ 1.1	48	Visual J++ is a development environment and extension for the Java programming language. Java is a multipurpose, multiplatform programming language, predominately used for internet programming. The Visual languages are object-oriented languages with pre-made, reusable class-objects put together by Microsoft. This test is appropriate to be given to developers. Tests for Visual Basic 6.0, Visual InterDev and Visual FoxPro 6.0 are also available.
Visual J++ 6.0	45	The Visual J++ 6.0 test is intended for developers who are using VJ++ for object oriented application development. The test covers all the areas of VJ++ such as fundamentals, COM, applets, ADO, database programming, native programming, WFC, and JDBC/ODBC This test is appropriate for evaluating an experienced developer.

Tests for Visual Basic 6.0, Visual InterDev 6.0 and Visual C++ 6.0 are also available.

Vocabulary	45	The Vocabulary test aims at assessing the test taker's grasp on the English language in the specific context of the office environment. The vocabulary contained herein are often used in business communications, be they written or verbal.
		Assessments for Office Grammar and Spelling and Reading Comprehension are also available.
Vocabulary - Homonym Usage	39	The Vocabulary - Homonym Usage assessment measures the skill level of the test taker in determining the differences among those words that sound alike but are spelled differently and possess distinct meanings.
		This test is appropriate to administer to those that will be required to conduct any communications through the written word. This may include the use of email, letter writing, taking of minutes, writing of reports, and the myriad of written correspondences employed in the work environment.
		Assessments for Vocabulary, Writing Samples, and Business Writing are also available.
VSE/DOS	40	Disk Operating System/Virtual Storage Extended is an IBM multi-user, multitasking operating system that typically runs on IBM's 43XX series. It used to be called DOS, but due to the abundance of DOS PCs, it is now referred to as VSE. This test measures knowledge of the VSE Mainframe operating system. It is designed for testing operating system experts and focuses primarily on technical skills.
		Tests for COBOL 400 and Pascal are also available.
WAN Architecture	42	The WAN Architecture test measures the test takers knowledge in networking, standards

organizations, databases, servers, client configuration, protocols, security and media transmission. This test is appropriate to administer to those required to be familiar with the aforementioned in order to perform successfully on the job.

Tests for LAN Hardware and Internet Security are also available.

Web Commerce Security   25

This test covers knowledge and skills required of an individual who plans to work in a commercial web environment. Since e-commerce is a combination of related technologies, knowledge of each of the component technologies is examined. This test should be successfully completed by someone with approximately one year of experience in a commercial web environment. All questions are centralized around common tasks in website programming, production and revision.

Tests for SQL Server 7.0 Developers, SQL Server 7.0 DBA and Web Design Mastery are also available.

Web Design Mastery   40

The Web Design Mastery test aims at assessing key concepts of web design. Topics covered include graphics, terminology, publishing, formatting, frames, and layouts. This test is appropriate administer to those who would Web design knowledge to effectively handling day to day work on the job.

Assessments for Internet Security, Web Commerce Security and HTML Webmaster are also available.

WebLogic Portal 7.0   40

The WebLogic Portal is a J2EE compliant Web infrastructure, allowing deployment of scalable and secure multi-tier Web applications and services. This test is intended to verify the knowledge of that system. All questions can be assumed to pertain to WebLogic Portal 7.0 unless otherwise, specifically, noted. This test will measure skills and proficiency with WebLogic Portal administration and development.

Tests for J2EE, Java Enterprise Development and Java Server Pages are also available.

WebLogic Server 7.0 50

The WebLogic Application Server is a J2EE compliant Web infrastructure, allowing the deployment of scalable and secure multi-tier Web applications and services. This test is intended to verify the knowledge of that system. All questions can be assumed to pertain to WebLogic Server 7.0, unless otherwise noted. This test will measure skills and proficiency with WebLogic Server as well as the various technologies it supports and implements. Such topics covered are clustering, locking mechanisms, deployment, and administrative and managed servers.

Test for J2EE and Java Entry Level are also available.

WebSphere 4.0 45

The WebSphere Application Server is a cross-platform infrastructure, integrated with the servlet/JSP engine, and is a sophisticated interface sitting on top of a servlet engine. Version 4.0 of WebSphere is completely J2EE compliant and now allows for the creating of standardized web applications to be deployed as modules onto the Application Server. This test is intended to be a test of that system. All questions can be assumed to pertain to WebSphere 4.0 Advanced Edition unless otherwise specified. This test will measure skills and proficiency with WebSphere as well as the technologies it supports and implements.

Tests for Java Servlets and J2EE are also available.

Weights and Measures [Standard and Metric] 25

The Weights and Measures [Standard and Metric] test aims at assessing the skill level of the test taker in conceiving of mathematical situations, determining means for finding solutions as well as determining those solutions. Questions are given that will reveal the test taker's understanding and handling of word problems (most of which provide conversion rates), conducting basic calculations as well as displaying knowledge of terminology often used in conjunction with mathematical units and concepts. While a calculator is not necessary to successfully complete this test, it will not aid the test taker unless they are familiar in weights and measures, a calculator may or may not be used, to be determined by the test administrator.

This test is appropriate to administer to those working in an industrial environment that will be expected to use calculations in the work place.

Note that if you are seeking a strictly conversion-based test, the Unit Conversion test will be a better fit for your needs.

Tests for Basic Industrial Math and Basic Industrial Skills are also available.

Welding	37	This Welding test is designed to evaluate the candidate's general knowledge of the welding industry. Areas covered include stick welding, wire feed welding, Heliarc welding, torch operation, safety, general welding knowledge, and welding symbols.
		Tests for Soldering, Metalworking Skills, and Safety in the Workplace are also available.
Wholesale Distribution Knowledge	40	The Wholesale Distribution test is intended to evaluate the knowledge level of the test taker in Wholesale Distribution functions and procedures. The test covers areas such as economical issues encountered in wholesale organizations, product knowledge, market conditions, and general principles of distribution, as well as vocational skills employed in the work environment.
		Tests for Forklift Operation, Industrial Math and Product Packaging Skills are also available.
WinRunner 6.02	30	This test is intended to gauge the test taker's working knowledge of WinRunner 6.02. The test covers such topics as test scripting language and functions, synchronization, installation, and data-driven testing. This test is appropriate for those with 3 years of experience using WinRunner 6.02.
		Tests for LoadRunner and Ethernet Networking are also available.
WinRunner 7.6	39	Mercury WinRunner 7.6 is a tool used for enterprisewide functional and regression testing.

This test focuses on TSL Fundamentals, QA, and UI Interface.

Assessments for WinRunner 6.02 and TestDirector 8.0 are also available.

Woodworking	40	The Woodworking test is based on the general knowledge an experienced woodworker of two or more years should know. Areas tested include general knowledge of wood and how it reacts to environmental changes, knowledge of commonly used tools and what they are used for, joinery techniques, carcass construction, and finishing techniques. This test is appropriate to administer to persons with one or more years of experience in a cabinet shop, sawmill, or furniture manufacturing plant.

Tests for Rough Carpentry and Finish Carpentry are also available.

Work Styles Placement Assessment 1 — 170

This assessment was designed to identify a candidate's potential match for certain jobs and measures the following traits:

- Achievement/Effort
- Adaptability
- Analytical
- Concern for Others
- Cooperation
- Dependability
- Detail Orientation
- Energy
- Independence
- Initiative
- Innovative
- Integrity
- Leadership Orientation
- Persistence
- Self Control
- Social Orientation

- Stress Tolerance

For more details about each of the trait properties, please view the Trait Definitions available online.

Workplace Hazardous Materials Information System (WHMIS)	46	The Workplace Hazardous Materials Information System (WHMIS) assessment is designed for Canadian workers and supervisors who must verify their knowledge of WHMIS regulations, as well as employees responsible for managing MSDS and labels in the workplace. Topics include Regulatory Knowledge & Application, Worker Education, Workplace Health, Workplace Safety, Supplier & Workplace Labels, MSDS Requirements, Exemptions\Exceptions, and Responsibilities. Assessments for Basic Industrial Skills and Basic Industrial Math Skills are also available.
Writing Sample - Advertising/Marketing	1	The "Advertising/Marketing" writing sample aims to display the writer's ability to craft a short, descriptive, promotional piece. The final sample will provide an idea of the writer's skill level in communicating the specifics of a product, promoting a product, and appealing to the public. Because gauging writing skills is a highly subjective endeavor, we leave it to you to determine the level of writing effectiveness represented by the candidate's sample. We do believe though, that providing a controlled, immediate writing environment helps to assess the skills of the writer, in context. It is for this reason that we provide this environment and encourage you to use it, free of charge. A scored, multiple choice, Business Writing test that focuses on such skills as brainstorming, grammar, organization, approaches to writing is also available.
Writing Sample - Collection Letter	1	The "Collection Letter" writing sample aims to draw out the writer's ability to communicate potentially negative information to customers. The resulting letter will give an idea of the writer's skill level in developing professional, yet pointed, correspondences with external customers.

Because gauging writing skills is a highly subjective endeavor, we leave it to you to determine the level of writing effectiveness represented by the candidate's sample. We do believe though, that providing a controlled, immediate writing environment helps to assess the skills of the writer, in context. It is for this reason that we provide this environment and encourage you to use it, free of charge.

A scored, multiple choice, Business Writing test that focuses on such skills as brainstorming, grammar, organization, approaches to writing is also available.

Writing Sample - Customer Service	1	The "Customer Service" writing sample aims to display the writer's ability to defuse an angry customer. The final sample, in letter form, will provide an idea of the writer's skill level in communicating apologies while providing information regarding new methodologies for handling and minimizing future customer service difficulties.

Because gauging writing skills is a highly subjective endeavor, we leave it to you to determine the level of writing effectiveness represented by the candidate's sample. We do believe though, that providing a controlled, immediate writing environment helps to assess the skills of the writer, in context. It is for this reason that we provide this environment and encourage you to use it, free of charge.

A scored, multiple choice, Business Writing test that focuses on such skills as brainstorming, grammar, organization, approaches to writing is also available.

Writing Sample - Email	1	The "Email" writing sample aims to display the writer's ability to respond to any informal email request, set in a professional environment. The final sample, in email form, will provide an idea of the writer's skill level in communicating information while maintaining an appropriate level of professionalism.

Because gauging writing skills is a highly subjective endeavor, we leave it to you to determine the level of writing effectiveness represented by the candidate's sample. We do believe though, that providing a controlled, immediate writing environment helps to assess the skills

of the writer, in context. It is for this reason that we provide this environment and encourage you to use it, free of charge.

A scored, multiple choice, Business Writing test that focuses on such skills as brainstorming, grammar, organization, approaches to writing is also available.

| Writing Sample - Market Research | 1 | The "Market Research" writing sample is designed to model how a market research professional can present data to an audience in an approachable and descriptive manner.

Because gauging writing skills is a highly subjective endeavor, we leave it to you to determine the level of writing effectiveness represented by the candidate's sample. We do believe though, that providing a controlled, immediate writing environment helps to assess the skills of the writer, in context. It is for this reason that we provide this environment and encourage you to use it, free of charge.

A scored, multiple choice, Business Writing test that focuses on such skills as brainstorming, grammar, organization, approaches to writing is also available. |
| --- | --- | --- |
| Writing Sample - Persuasive | 1 | The "Persuasive" writing sample aims to display the writer's ability to use persuasive language in an internal correspondence. The final sample, in memo form, will provide an idea of the writer's skill level in providing justifications, communicating desires and using professional language toward the ends of persuasion.

Because gauging writing skills is a highly subjective endeavor, we leave it to you to determine the level of writing effectiveness represented by the candidate's sample. We do believe though, that providing a controlled, immediate writing environment helps to assess the skills of the writer, in context. It is for this reason that we provide this environment and encourage you to use it, free of charge.

A scored, multiple choice, Business Writing test that focuses on such skills as brainstorming, grammar, organization, approaches to writing is also available. |

Writing Sample - Sales Correspondence	1	The "Sales Correspondence" writing sample aims to display the writer's ability to compose a short, persuasive letter. The final sample will provide an idea of the writer's skill level in crafting a short sales oriented letter.

Because gauging writing skills is a highly subjective endeavor, we leave it to you to determine the level of writing effectiveness represented by the candidate's sample. We do believe though, that providing a controlled, immediate writing environment helps to assess the skills of the writer, in context. It is for this reason that we provide this environment and encourage you to use it, free of charge.

A scored, multiple choice, Business Writing test that focuses on such skills as brainstorming, grammar, organization, approaches to writing is also available. |
| Writing Sample - Technical Writing [List Form] | 1 | The "Technical Writing" writing sample aims to display the writer's ability to organize and present information in a technical context. The final sample will provide an idea of the writer's skill level in communicating instructions to users clearly and concisely.

Because gauging writing skills is a highly subjective endeavor, we leave it to you to determine the level of writing effectiveness represented by the candidate's sample. We do believe though, that providing a controlled, immediate writing environment helps to assess the skills of the writer, in context. It is for this reason that we provide this environment and encourage you to use it, free of charge.

A scored, multiple choice, Business Writing test that focuses on such skills as brainstorming, grammar, organization, approaches to writing is also available. |
| Writing Sample - Technical Writing [Paragraph Form] | 1 | The "Technical Writing"" writing sample aims to display the writer's ability to organize and present information in a technical context. The final sample will provide an idea of the writer's skill level in communicating instructions to users clearly and concisely. |

Because gauging writing skills is a highly subjective endeavor, we leave it to you to determine the level of writing effectiveness represented by the candidate's sample. We do believe though, that providing a controlled, immediate writing environment helps to assess the skills of the writer, in context. It is for this reason that we provide this environment and encourage you to use it, free of charge.

A scored, multiple choice, Business Writing test that focuses on such skills as brainstorming, grammar, organization, approaches to writing is also available.

| Writing Sample - Thank You Letter | 1 | The "Thank You Letter" writing sample aims to display the writer's ability to write a brief letter of thanks to an external customer. The sample will provide an idea of the writer's skill level in corresponding with customers as well as expressing gratitude. |

Because gauging writing skills is a highly subjective endeavor, we leave it to you to determine the level of writing effectiveness represented by the candidate's sample. We do believe though, that providing a controlled, immediate writing environment helps to assess the skills of the writer, in context. It is for this reason that we provide this environment and encourage you to use it, free of charge.

A scored, multiple choice, Business Writing test that focuses on such skills as brainstorming, grammar, organization, approaches to writing is also available.

| XML | 30 | This XML test is designed to gauge the candidate's knowledge of the XML specification, related specifications, and surrounding concepts. Areas tested include Core Concepts, Syntax, Specifications, and Requirements. In developing this test we have made use of extensive research into the W3C specifications for XML 1.0, as well as approved and emerging specifications which build off the foundation provided by XML 1.0. Every correct answer is valid according to the provisions of these specifications. |

Tests for UML and HTML are also available.

XWindow Systems   40   The XWindow System test was developed to gauge the expertise level in XWindow programming. Areas covered include XWindows Architecture, Xlib Programming, Xt Programming, Widget and Toolkit Programming, Events, Resources, Translations and Standard X Clients.

Tests for Visual Basic and Java Programming are also available.

If you are in need of a title that is not currently offered,
please go to our **send a request** form.